



## Inspection Report

**Chloe Taylor**

**Abertillery**



**Date Inspection Completed**

24/10/2023

## About the service

Type of care provided	Child Minder
Registered places	10, either alone, or working alongside other child minder's registered at the premises.
Language of the service	English
Previous Care Inspectorate Wales inspection	Not applicable – First 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.

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

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

## **Summary**

Children are settled, have good opportunities to make choices and are confident in their environment. They are happy and have strong bonds with the child minder which helps them feel safe and valued. Children are relaxed in her company and enjoy the time they spend in her care. They thoroughly enjoy learning through play. Observations were limited due to the number of children present on the day of the inspection.

The child minder provides responsive care and supervision to children. She has attended relevant training courses, as part of her registration. She keeps children safe and is aware of her responsibilities towards supporting children's welfare and some of their development. She works alongside two other child minder's working from the same address.

The home provides a good space for children to play and explore in comfort. The space is clean, pleasant, welcoming and the premises is in good repair. Children benefit from a broad range of suitable resources to promote play and learning.

The leadership and management is mostly effective. There are adequate policies and procedures in place, however the child minder needs to update them to ensure they are current and relevant to her. Almost all records and recording systems are sufficient. There is a system for monitoring the quality of care provided by the service, however some minor improvements are needed. The child minder has good relationships with the children's parents.

## Well-being

Good

Children mostly make constant choices and enjoy the time they spend at the child minder's setting. They are confident to speak up and make their needs and wishes known, and nearly all forms of communication are respected. We saw one child shaking their head to indicate they didn't want to sing when the child minder asked them. However, when hand printing on a hedgehog, the same child wanted to place their handprint in the middle, and their hand was directed by the child minder, to an empty space around the edge. Children have opportunities to follow their play interests and to make decisions and choices about what they like to do. For example, a child confidently returned on a few occasions to play with their favourite toy guitar.

Children are very content and settled. They have developed reliable relationships with the child minder, the other child minder's and family members. Children are confident to approach them all for guidance or reassurance. For example, when a child was threading they said "*I can't do it!*", and was given reassurance, and told '*Yes you can!*' A child asked the child minder to help them thread the beads, and they were supported, and shown how to thread.

Children interact positively with the child minder and are used to the routines of the setting, including tidying up before lunch. Children find great enjoyment in their play and concentrate on activities for an appropriate amount of time. We saw children were active and curious throughout the inspection. They move freely around their play space, choosing the toys and activities that fill the playroom. We saw children enjoy playing with the blocks and dinosaurs at the table with the child minder, and at other times playing contentedly alone.

Children have opportunities to develop new skills and practice some independence. For example, one younger child washed their hands using the mobile hand washing unit in the play area, and dried their hands with a paper towel. Children are given time and space to select their own toys and follow their own interests, supported by the child minder and/or other child minders when required.

## Care and Development

## Adequate

The child minder has suitable knowledge of how to keep children safe and healthy. She understands the principles of child protection and safeguarding and has recently undergone training. The child minder has policies on safeguarding, which included 'Prevent'. The policy was updated after our visit to include information on the actions that could be taken if an allegation was made against her. The child minder had a behaviour policy which was generic for the three child minders working on the premises. However, the information was not all relevant to her.

The child minder wears gloves when nappy changing, and washes her, and the child's hands after. However, during our visit, she did not wear an apron, or wipe the changing mat after using it. We found that there was no mention in her policy of the practice of wearing Personal Protective Equipment (PPE), or cleaning the changing mat after use. A communal towel was used by a child and child minder when handwashing in the bathroom. There were some inconsistent practices with regards to handwashing after sneezing or coughing. Food provided is not always in line with Welsh Government guidance.

The child minder has permissions in place from parents for various events such as outings, doctors visits and for children's emergency medical treatment. Accidents and medication records are available, but have, as yet, not been required. We heard the child minder give safety messages to the children such as "*No throwing toys, we put them down nicely*". The child minder read a story about bullying, and explained "*that's not nice, kind hands, you mustn't pinch toys, must you?*" when the character in the book was bullying children. However, the television was left on through the morning, and a child was distracted halfway through the story, when a popular children's song came on.

The child minder treats children warmly, with dignity and respect. The child minder takes account of the children's age and understanding. We saw the child minder was positive and warm when talking and playing with the children. She used praise for positive actions such as "*Da awn (well done) good girl/boy*" when playing with the finger paints. We saw the child minder playing and having fun with the children. For example, when she pretended to get stuck in the child's armchair, and asked the child to try and pull her out. When dressing one child, the child spontaneously hugged her.

The child minder provides a caring environment for children and mostly promotes their development. She knows the children well and considers their interests and abilities. This helps the children to respond well, be interested and engaged in their play and learning. No developmental records are used at present with the younger children; however blank development sheets are in place, and the child minder told us that she will commence these with the younger children. Some opportunities were missed for promoting children's independence, for example the child could have painted their own hand ready for printing. We heard the child minder using incidental Welsh as part of the daily routine, however, she did not celebrate or promote any other cultures or religions which reflect our diverse world.



## Environment

Good

The child minder cares for children in a clean and safe environment. The child minder has monthly risk assessments in place for the home, pets, and front garden. She also has risk assessments for travelling in the car and a fire risk assessment, all of which are reviewed regularly. Risk assessments for visits/outings were not completed at the time of our visit; however, this is now in place. A first aid kit is situated in the entrance to the house and there is one used for outings.

A visitors book is available; however, the child minder did not ensure all working persons at the address were recorded during hours of operation or which children they were responsible for. This is now recorded. The child minder has smoke alarms and a carbon monoxide alarm in place, and a wall mounted fire blanket. The child minder documents regular fire drills with the children, but exits and times are not recorded. The child minder maintains relevant insurances and annual certificates for her home such as gas and log burner safety.

The child minder ensures that the facilities and equipment provided meet the children's needs. Her home is welcoming and friendly, appropriately maintained, and there is a good standard of cleanliness and repair throughout. The main play spaces include a well laid out playroom/dining area and small enclosed front garden. The first floor and rear garden are not used. The child minder has decorated the hallway in an inviting, child-friendly way. For example, with an Autumn display, birthday wall with cup-cakes displaying children's names and a hand printed hedgehog.

Small tables and chairs allow younger children to sit at the table to complete activities or to eat. If children wish to rest, a settee is available, as well as a child size settee and armchair. A clean, hygienically maintained bathroom with hand washing facilities are available on the ground floor, which older children can use independently. This has a changing table and a child size toilet potty. Safety gates are in place where needed.

Children have access to toys and equipment that are appropriate and suitable to their needs. A large number of resources are stored within the play space, which are adequate for the ages and interests of the children attending, and some are stored low for easy access. The child minder has other resources in the enclosed front garden. For example, there is a small summer house, and a mud kitchen.

## Leadership and Management

**Adequate**

The child minder had a Statement of Purpose in place which contained the information required. However, it was a generic document used for the three child minders operating from the address, and was not specific to each person. The setting has policies in place that are mostly appropriate, although some were amended after our visit, a few require reviewing and updating to ensure the information is current for each child minder. Children's registers seen did not record the actual times of arrival and departure, and their ages for ratio purposes.

The child minder has robust procedures in place to ensure she is suitable to care for children. The child minder and relevant members of her household have current Disclosure and Barring Service (DBS) checks in place. The child minder has all vehicle documents in place to ensure the safe transportation of minded children. She is registered with the Information Commissioner's Office.

The child minder identifies children's needs and preferences ensuring suitable quality care is provided. She has records for minded children which contain almost all the information required, including almost all children's contracts. However, one contract was only signed by one child minder, and one child's contract was missing. Information sheets, entitled 'All about me' are completed by parents to inform the child minder about their child's needs. However these did not include the parent's wishes on sleep arrangements for their child. This has now been added.

The child minder makes sure children and parents benefit from a setting which is committed to acceptable standards and improving outcomes for children. There is a quality-of-care review in place to ensure that the child minder undertakes formal self-evaluation on an annual basis, as required by the regulations. The child minder gives parents and children questionnaires annually. Whilst, the plan includes the views of parents on the service, the children's views are not evaluated. All questionnaires completed by parents were complimentary about the child minders 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
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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N/A	No non-compliance of this type was identified at this inspection	N/A
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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 6 - Working in partnership with parents	Ensure young children's progress is recorded to help plan the next steps for the children's play, learning and development.
Standard 18 - Quality assurance	The views of the children are evaluated as part of the quality of care review to measure the success of the service in meeting the assessed needs of the children.
Standard 12 - Food and drink	Consider recommendations in the Welsh Government Food and Health Guidelines for Early Years and Child Care Settings (2009)

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)
Further promote independence where possible.
All contracts and documents must be signed by all child minder's working from the premises.
Promote diversity by celebrating cultural and religious celebrations.
Ensure the ages or dates of birth, and actual attendance times are recorded for children.
Each child minder working from the premises must have their own statement of purpose.
Ensure hygiene practices are consistent.
Update policies to include all the current and relevant information.

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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