



Inspection Report

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Pontypridd



Date Inspection Completed

31/01/2024

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About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	25 July 2017
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.

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

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

Summary

Children are very settled and happy with the child minder. They have a strong voice and know the child minder will listen and respond to their needs and preferences. Children confidently make their own choices and decisions about things that affect them. They have good opportunities to follow their interests and enjoy taking part in activities on offer.

The child minder works well to ensure children are safe and healthy. She is very responsive to children's needs and creates a home from home atmosphere where children feel respected and valued. The child minder encourages positive behaviour and interactions and, as a result, children cooperate well and play happily together.

The child minder ensures her home is safe, secure, and well maintained. The child minder provides a free play environment and a good range of resources and equipment that engage children. Resources and equipment are suitable for children's needs and interests.

Overall, the child minder manages her setting well. She currently provides care for school age children before and after school. The child minder maintains the required records although some do not reflect current guidance and a few lack detail. She develops very positive relationships with parents and those we spoke to were extremely complimentary about her and the service she provides.

Children are very happy and settled. They have very good opportunities to make choices and decisions, for example, about what they eat and what they do. Children move freely between activities and are extremely comfortable with each other and in the child minders care. They are very confident and laugh and chat with each other and the child minder throughout their time there.

Children develop warm and friendly relationships with the child minder. They enjoy her company and feel safe, happy, and valued as she responds positively to their conversations and questions. As a result, they develop confidence, self-esteem, and a sense of belonging.

Children interact and cooperate extremely well. For example, they behave very well as they walk home from school, listening to instructions as they cross the roads. Interactions between the children and the child minder are consistently engaging. Many children discuss their day at school and their views as they eat tea and talk about what they want to do when they have finished. Children form friendships with each other; they happily play group games with children with a range of ages and were confident to include the inspector in their games.

Children engage enthusiastically in their play. Children of all ages concentrate well and participate for extended periods in activities they choose to do. They listen well, share, take turns and follow direction from the child minder. They have freedom to move around the environment, happily playing together in small or larger groups, on their own or with the child minder.

There is a focus on child-led activities and as a result children learn to be self-motivated in initiating their own play. They develop social skills and individual skills through their experiences and show a great sense of enjoyment in what they do. Children have good opportunities to practise and develop their independence and self-help skills as they hang up their coats, take off their shoes, access the bathroom and manage their time.

Care and Development

Good

The child minder is aware of her responsibilities to keep children safe and healthy. She has suitable child protection knowledge although her policy and training do not fully reflect the most recent Welsh Government guidance. She implements good hygiene procedures such as cleaning the table before eating and ensuring children wash their hands. The child minder successfully manages any allergies or food intolerances children may have. She offers children healthy food options and during better weather ensures they have opportunities for fresh air and exercise. The child minder teaches children the importance of staying safe when walking to and from school, taking care when crossing roads and using Hi-Viz tabards so children are visible. She has suitable systems in place for recording accidents, incidents and any medication administered. However, some records and procedures to manage individual health needs were not robust enough. Since the inspection visit, the child minder has confirmed she has strengthened these procedures. The child minder holds a current first aid certificate and was in the process of completing a further 12-hour course during the week of the inspection.

Interactions between the child minder and children are extremely good. She creates a relaxed, caring atmosphere and chats easily with children. They include her in their discussions, and she responds to their comments and questions in a sensitive manner. This supports them to learn, develop politeness and empathy and consider right and wrong. The child minder gives children choices and takes account of their wishes. She is a very positive role model. As a result, children behave exceptionally well.

The child minder successfully supports children's learning and development. She takes many opportunities to extend their knowledge and understanding. For example, when a child noticed a bird at the bird feeder the child minder explained what kind of bird it was and the distinguishing features that made it recognisable. During a discussion with older children, she asked questions and made comments that helped challenge their thinking. The child minder supports children well during their free play, helping them to sound out the words on matching puzzle pieces or joining in with card and board games. She provides craft activities for them relating to topical themes such as Chinese New Year. The child minder knows the children and their families very well. She has a good understanding of each child's individual needs and strives to meet them effectively. We did not hear any Welsh spoken during our visit.

Environment

Good

The child minder ensures her home is safe and secure. Entry doors are locked when children are present, and the child minder notes visitors in her diary. The child minder has a risk assessment policy in place that evidences she has considered potential hazards and risks. She has in place safety measures such as radiator guards and does a visual check of her home daily. The child minder ensures she arranges safety checks such as annual boiler servicing. She tests smoke alarms when children are present, so they are aware of the sound and records this in her diary. She has considered, and recorded, procedures to follow in the event of a fire including several exit points which she discusses with children, although she has not recorded evacuation practices. The premises are exceptionally clean, well maintained, warm and welcoming.

The child minder organises the indoor environment well to ensure it provides good space for children to eat, play and relax. Children benefit from a dedicated playroom which has low level storage so they can access what they want independently. The kitchen provides a homely place for children to eat, chat, play games, do puzzles, or relax on the sofa. Children can access the garden from the kitchen, but we did not see this in use and the child minder told us they generally provide for outdoor play after school in local parks during the lighter months.

The child minder ensures children can access a broad variety of resources and toys that are of good quality and suitable for a range of ages. She provides equipment and resources that she knows will interest children and give them suitable choice. Older children particularly enjoyed using the games console and playing board games. We saw younger ones enjoy puzzles and colouring. There are a few resources that promote cultural awareness and diversity.

Leadership and Management

Adequate

Overall, the child minder runs her setting well and is focused on providing good outcomes for children. She provides parents with a Statement of Purpose that accurately reflects her setting and includes it in a Parent Pack of Policies and Procedures. However, several of the policies and procedures do not fully reflect up to date guidance such as the Wales Safeguarding Procedures and the Additional Learning Needs code of Practice, and some lack sufficient detail to fully support practice. For example, the medication policy does not fully outline the procedures for administering medication. The child minder maintains records of valid insurance and which children are present although she did not record their actual times of arrival and departure or reflect when other household members were present at the property. The child minder confirmed during the inspection she will record these details going forward.

The child minder carries out an adequate review of the quality of her care annually. She seeks the views of parents and children and makes some evaluation of the service she provides. The child minder uses this to highlight areas she would like to improve or develop.

The child minder is very experienced and maintains mandatory training such as paediatric first aid. However, she was unaware of recent changes in guidance such as in relation to the National Minimum Standards, Wales Safeguarding Procedures, and the Additional Learning Needs code of Practice. As a result, she is not using up to date guidance to inform some aspects of her practice or policies. The child minder ensures she keeps Disclosure and Barring Service (DBS) checks up to date for herself and any relevant household members.

The child minder promotes very positive partnerships with parents. She keeps them informed about their child's time with her through daily verbal feedback and messaging. Many families have used her setting for many years. We spoke to several parents during the inspection visit and all were highly complimentary of the service. The child minder is committed to ensuring all children receive good care to meet their individual needs. She engages positively with CIW and responds quickly to any recommendations.

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
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 10 - Healthcare	Ensure full details are obtained relating to specific health needs of children including signs, symptoms and what to do when.
Standard 18 - Quality assurance	Review and revise all policies, procedures and paperwork to ensure they, and practice, reflect up to date guidance and contain sufficient detail.
Standard 24 - Safety	Record fire evacuation drills.

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)
Consider using some incidental Welsh.

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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