



Inspection Report

Suzanne Finn

Cardiff



Date Inspection Completed

21/11/2023

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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	30 July 2018
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>	Adequate
<u>Care and Development</u>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children are happy and comfortable in their surroundings and form warm relationships with the child minder and the other children. Children find the play and learning opportunities fun and engaging and have good opportunities to practice and develop their independence.

The child minder is responsive and attentive to the children. She has a good understanding of safeguarding procedures, has undertaken training and is able to support children's well-being with care and attention. She has a current paediatric first aid certificate and food hygiene training and is in the process of updating her safeguarding knowledge via an online course. She manages children's behaviours patiently, knows the children well and meets their needs appropriately.

The child minder maintains the home to a good standard and keeps the environment safe, secure and clean. However, we found that some areas that would have been available for children were off limits due to storage of a large variety of items. This resulted in some restrictions on children's play. She has a large amount of good quality resources for children, but access to these is not easy for children due to the way the environment is currently organised.

The child minder builds good relationships with parents and works alongside her daughter, who is also a registered child minder at the same address. They have arranged for a family member to be an assistant as and when needed. Most record keeping is maintained to a satisfactory standard. However, she has not completed an annual quality of care review of her service. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Well-being**Adequate**

Children are confident to express themselves and make choices at the child minder's home. We saw older children choosing how they wished to play. Some played co-operatively with their friends, some on their own and others interacting with the child minder or us. Children choose from a suitable variety of favoured toys and are happy to ask for other resources that they may think of or wish to play with.

Children are happy and settled. They are developing friendships in line with their age and stage of development, and they build warm relationships with the child minder. Children are familiar with routines, are confident, and enjoy the responsibility of helping with tasks, such as tidying toys away before lunch. Young children settle quickly and are calm and happy within the environment. Children have opportunities to engage in adult suggested activities and clearly love singing and dancing.

Children interact positively with each other and are encouraged to be kind and helpful. Children spontaneously offer to help the child minder and show consideration to their friends. They learn to share space and resources, learning to take turns and share through their play, supported appropriately by the child minder. We saw children sat together happily discussing the contents of their lunch boxes at lunch time, giggling and chatting as they enjoyed sitting around the table together.

Children enjoy their play. Children were active and engaged throughout the inspection happy to show us the 'flowers' and 'pizzas' they had made with magnetic construction parts. One child spontaneously started singing 'one, two, three, four, five once I caught a fish alive' and was visibly pleased when praised for their efforts. Other children chose to play with a magnetic fishing game and concentrated very well, discussing the fishes they caught with their friends.

Children are developing well and have opportunities to develop their independence. Children use good manners, and the child minder encourages children to say 'please' and 'thank you' and to be generally polite in their interactions. Whilst children were getting ready to go to school, we saw children attempting to put on their own coats. Children wash their own hands at appropriate times and gain increasing skills using the toilet.

Care and Development

Adequate

The child minder implements procedures to keep children safe and promote their development and well-being. She knows the children well including any individual allergies, dietary requirements, and medical needs. She has a clear understanding of child protection procedures and her responsibilities to report concerns and is currently renewing her safeguard training online. She has systems to record accidents, incidents, pre-existing injuries and the appropriate administration of medication. She promotes healthy lifestyle choices and healthy eating. She has a current paediatric first aid certificate which gives her the knowledge to deal with any minor first aid situations. She always works with her daughter, who is also a registered child minder from the same address and maintains appropriate ratios. She has undertaken regular fire drills with children so that they know what to do in an emergency and can exit the home quickly.

The child minder has a good understanding of the children's needs and uses positive behaviour techniques to manage children's behaviour and support them in their development. She is a positive role model for children, speaking kindly and respectfully to them. She responds to the children calmly and practises appropriate behaviour management strategies; for example, using lots of praise, listening to children and setting clear boundaries. She provides appropriate activities for children's individual abilities and encourages children's curiosity ensuring that they do not become bored or frustrated.

The child minder can identify children's individual needs and plans an adequate range of appropriate play opportunities to support their learning. She sets up areas so that children have some choice in how they wish to play. She supports children to make decisions and grow in confidence. For example, all children are encouraged to choose their toys. One child chose a doctors kit and was confident to play creatively, listening to peoples' pulse, and asking them questions, whilst another child made tea for their friends and us. The child minder makes observations of children and completes a 'Flower Chart' to show children's development and what they are achieving. Children are encouraged to choose their favourite colours and one child showed us his chart coloured in his choice of blue and orange. The child minder has good understanding of children's individual needs but had not undertaken any recent training around The Additional Learning Needs Code 2021.

Environment**Adequate**

The child minder provides a welcoming environment for children, which she ensures is safe, secure and can mostly meet children's needs. There is currently limited space for children to freely play as some rooms used for additional child minding areas are temporarily being used as storage space. The child minder explained she does not care for the maximum number of children she is registered for at present and has plans to imminently reorganise storage to increase play space for children. There is good natural light and the living-room and the play area is child friendly with favourite toys mostly easily accessed. The child minder completes daily checks for the home and ensures utility safety checks are up to date and that motor vehicles have the required documentation. Whilst there are no written risk assessments the child minder can identify most emerging risks. For example, she highlighted that outside was not currently used as the decking had become too slippery and could be a hazard for children.

The child minder checked our identity upon arriving at the home and recorded us as a visitor. Older children have easy access to the ground floor bathroom, which promotes their opportunities to develop their independence. The child minder provides liquid soap and individual paper towels to prevent cross contamination when children dry their hands. She supports the privacy and dignity of younger children during nappy change by taking them to a dedicated changing area which is clean and well resourced. Children have supervised access to the kitchen, which has a safety gate at its entrance. Safety gates are appropriately placed throughout the ground floor area, to keep children safe. Children eat at a child sized table during lunch and there is a separate sleep area if children need to sleep or rest.

The child minder has a good selection of toys and equipment that are appropriate, fit for purpose and in good condition, although not always easily accessible independently by children. There is a wide supply of small toys and learning resources, together with age appropriate books and craft materials. The child minder monitors all the resources to ensure they are appropriate and promptly replaces old or worn items.

Leadership and Management

Adequate

Leadership of the service is mostly effective, and the child minder is sufficiently organised to ensure the service operates smoothly. She has a clear statement of purpose and completes thorough contracts with parents when their children start at the service. The child minder has policies and procedures to manage her service but some of these have not been reviewed since 2020. She has kept CIW informed of any significant events at the service. Daily record keeping is generally sufficiently organised however the register for the previous week could not be located during the inspection.

The child minder has not undertaken an annual review of the service, which was due in July 2023, although this has been completed in previous years. We have discussed this review with her, and she is committed to gathering feedback to develop and improve the service. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The child minder always works with her daughter from the home address, and sometimes they have a family member as a volunteer assistant. The assistant has a DBS and safety checks which are recorded within a staff file and is never left unsupervised with minded children.

The child minder has cards of thanks given to her by parents happy with the care she provides to their children. Parents have chosen to reuse the service for younger siblings as they build trusting relationships with the child minder. The child minder is aware of the importance of building good relationships with parents to ensure that she is up to date with children's needs. She maintains good communication sending parents updates and photographs throughout the day, which she does via an app. She works openly and transparently with other professionals and was very co-operative throughout the inspection, eager to continue to improve her service.

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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16	The annual quality of care review was last completed in July 2022. A review has not been undertaken for the service for 2022-2023. Consultations with staff, parents and children are required to help identify where improvements to the service may be needed. This information needs to be compiled into an annual quality of care report.	New
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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 22 - Environment	Organise the environment to ensure minded children have the required space to play and learn.
Standard 5 - Records	Ensure a daily register of the relevant children, their hours of attendance and the names of the persons who looked after them is consistently maintained.

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)	
Undertake training regarding The Additional Learning Needs Code 2021.	
Ensure all policies and procedures are reviewed annually or as required.	

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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