



Inspection Report

Lesley Richards

Llanharry



Date Inspection Completed

26/10/2023

Welsh Government © Crown copyright 2023.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	27 September 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>	Adequate
<u>Leadership and Management</u>	Good

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

Summary

Children feel very secure, happy, and comfortable at this setting. They play freely, are content, and communicate their needs confidently. Children choose toys and activities which interest them, from the selection available. They have positive and affectionate bonds of attachment with the child minder.

The child minder provides a nurturing and caring atmosphere and meets children's needs successfully. She offers a range of free play opportunities and some planned activities for children to access independently or with support.

The child minder ensures the environment is safe, clean, and well maintained. The premises are homely, welcoming and organised. The child minder provides an adequate range of resources, which provide opportunities to develop children's play and learning.

The setting is managed well. The child minder has a beneficial range of policies and procedures. The child minder is suitably qualified and has a clear vision for her service. Communication with parents is effective. We, Care Inspectorate Wales (CIW) have noted three recommendations at the end of the report.

Well-being

Good

Children are happy, settled and thoroughly enjoy their time at this setting. Children have a strong voice and feel comfortable to express themselves. They confidently chat and interact with us, CIW, and speak engagingly about their favourite activities at the setting. Children have opportunities to make choices and decisions. For example, they play freely and make choices about the toys and activities they play with.

Children are clearly quite at home with a child minder who is caring and nurturing. They engage and chatter away to the child minder, receiving nurturing and appropriate responses which makes them feel safe and valued. They are very settled and relaxed. Children display positive emotional bonds with the child minder and are completely at ease with her. They know the routines well. For example, older children arriving after school, take off their shoes, neatly putting them away and wash their hands. Children are active and express enjoyment in their play and activities.

Interactions between children and the child minder are consistently good. Children cooperate well, they are polite and considerate. Children are treated with respect and the child minder takes their views into account. For example, she asks children if they are ready for their lunch and what colour plate they would like. Children interact particularly well with each other. Older children chat excitedly together before their chocolate dipping activity sharing their knowledge of chocolate fountains. They clearly enjoy spending time together following a day in school.

Children confidently choose activities that interest them. They enjoy their play and learning. For example, one child showed enjoyment and sustained interest in a colouring activity which was supported and extended by the child minder. The child's self-esteem is raised as the child minder encourages them to identify colours successfully, with lots of praise given. Children have freedom to safely explore their indoor environment. They have good opportunities to initiate their own play and to influence their activities.

Children are well supported and encouraged in developing their independence. They are self-sufficient within the setting. For example, independently visiting the bathroom and competently washing their hands. Children are actively encouraged to participate in the decision-making process with regards to how they spend their time at the setting. Older children are asked for example if they would like free choice play or to start their planned activity. This encourages children's independence and raises their self-esteem.

The child minder has a range of purposeful policies, which promote the children's safety and well-being. Her safeguarding training is up to date, and she has procedures in place to safeguard children, appropriately and confidently answering child protection scenarios. The child minder promotes children's health successfully. She holds current first aid certificates. However, the child minder's food hygiene certificate was out of date. This has been swiftly completed by the child minder and her food hygiene training has been updated during this inspection. There are systems in place to record accident, incident and medication administration. Effective hygiene practices are in place, with regular cleaning routines followed. However, the location for nappy changing was not suitable. The child minder was quick to provide an alternative solution and has implemented a more appropriate location for nappy changing. The child minder supervises children's access to the pet dog, but she has not obtained written consent from parents.

The child minder has an appropriate behaviour management policy in place which details a positive strategy in relation to behaviour and outlines house rules for children to follow. She follows the policy and uses the management strategies effectively, praising children for their achievements. We heard her encourage and positively respond to children throughout our visit. For example, "Good boy!" and praising children enthusiastically when they have finished their food. She models the language associated with good manners and always acts as a good role model. The child minder engages successfully with children, whilst promoting their learning and particularly their self-esteem. Interactions are consistently positive demonstrating respect, warmth and kindness. This is a real strength of the child minder.

The child minder provides a nurturing and caring atmosphere and gives responsive care. She is aware of the children's individual development. However, she does not maintain written developmental records. The child minder is keen to develop this aspect of her service and is aware of the benefits of recording such information. She knows the children very well and has a good understanding of each child's individual needs and routine. She involves children in a variety of activities, both planned and free play. She supports children in their free play, using incidental opportunities to extend discussion and learning opportunities. For example, when completing a vehicle jigsaw puzzle together, she introduces new vocabulary and talks about a helicopter they have seen together. Planned activities are fun and fully engage the children's interest. The child minder does not use Welsh to further develop children's play and learning.

Environment**Adequate**

The child minder ensures the indoor environment is safe, clean, and well maintained. The child minder keeps a record of the visitors to the premises. The front door is locked once the children have arrived, and the key is kept out of children's reach. She practises regular fire drills at varying times so children are familiar with this routine. Some risk assessments are in place for example for outings and school runs. However, the child minder did not have risk assessments in place for the garden, indoor environment or the pet dog. This has been swiftly rectified by the child minder, she has acted quickly to ensure that these areas of her provision are assessed.

The child minder's premises are welcoming, homely and organised. The children benefit from access to several rooms which provides plenty of floor space to play. Within the dining room and hallway there is accessible storage containing age-appropriate toys and resources. Older children can also use the living room to play games on the television and relax after a day in school. Children can easily access a downstairs bathroom which is clean, well maintained and child friendly. The outside area is secure and well maintained although was not used on the day of our visit due to poor weather. There are a range of toys for outside play including ride on vehicles, a playhouse and problem-solving games for older children.

Indoors, the child minder ensures the children have access to an adequate range of toys and play equipment that suit their individual needs. Toys and resources are stored appropriately, and the layout and design of the environment promotes children's independence. For instance, children can access play toys and resources themselves or ask the child minder to pull out what they want. The child minder ensures the play environment is homely and nurturing, providing some interesting activities and play equipment. Older children using the service after school have additional age-appropriate resources.

Leadership and Management

Good

The child minder runs her service well. She is organised and maintains all the required records to a good standard. The child minder has up to date car documents and is registered with a professional association for childcare and early years. A statement of purpose is in place and provides an accurate reflection of the service provided. There are a range of beneficial and thorough policies in place. The child minder is suitably qualified and has a clear vision for her service and she has some understanding of current best practice relevant to the children in her care.

The child minder reviews and reflects upon her service and produces a purposeful quality of care report. She seeks information from parents and children to support her in the evaluation of her service and provides an opportunity to make suggestions for improvements. The report looks at what works well and targets areas for improvement. The child minder engages positively with CIW, consistently and swiftly acting on recommendations in relation to her service.

The child minder promotes positive partnerships with parents. As part of the inspection process, we gained the views of some parents and they confirmed they were very happy with the care given and felt that communication with the child minder was good. Parents informed us that the child minder is flexible and accommodating. The child minder keeps parents up to date regularly through verbal communication during drop off or pick up and using private messages.

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
------------	---------	--------

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.

National Minimum Standards	
Standard	Recommendation(s)
Standard 6 - Working in partnership with parents	To introduce and maintain records to track children's progress and development.

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)
Ensure written permissions are in place for supervised contact with pet dog.
Further develop the use of Welsh within the setting.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 22/12/2023