



Inspection Report

Catherine Davies

Lampeter



Date Inspection Completed

06/12/2022

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	28 March 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

<u>Well-being</u>	Good
<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 very relaxed and happy in the child minder's care. They enjoy their play and have suitable opportunities to develop their individual skills. Children develop good bonds of attachment with the child minder and her assistant, and they interact well with each other.

The child minder, and her assistant, care for children with warmth and kindness. Overall, they follow appropriate procedures to keep children safe and healthy. The child minder is developing her knowledge and understanding of observation and planning for children's next steps in development.

The child minder provides a suitable environment for children's care. The environment is comfortable, clean, and well-maintained. There is suitable space, facilities, and equipment to meet children's needs. There are appropriate resources to suit a range of interests and stages of development.

Leadership and management of the service is not fully effective. We have identified areas for improvement in this theme. The child minder is developing systems for managing her service and shows a desire to continually improve her practice. Partnerships with parents are effective and parents are very happy with the care the child minder provides to their children.

Children have good opportunities to make choices. They choose what they want to play with, and they are involved in making decisions about their routine. For example, when children said they were not ready to have lunch, the child minder postponed it for a short time and the children continued to play happily. Children use the language of their choice at the setting, English or Welsh, and receive positive responses in their chosen language.

Children feel very safe, happy and valued because they have good bonds of attachment, and their needs and feelings are acknowledged. All children arrive happily, and they are relaxed in the care of the child minder and her assistant. They chat confidently with them to share news and make requests. Their needs are met promptly. For example, the child minder acknowledged when children were tired, and they could sleep or relax in their preferred way.

Interactions between children and adults are consistently good. Children co-operate well and they are familiar with the routine of the setting. Children are sensitive to the needs of others, interacting kindly and gently with each other. For example, they cuddled a baby very gently, under supervision, and a child showed interest and concern when another child was upset. Children play together well, with some support from adults, as appropriate for their stages of development. For example, children encouraged each other to crawl through tunnels.

Children are enthusiastic and interested in their play. They smile and laugh throughout their time with the child minder. During our inspection visit, children showed particular enjoyment when crawling through tunnels where they played energetically, often squealing with delight. They were also very engaged when painting, proudly showing us their creations. Although we did not observe the children playing in the outdoors during our visit, due to icy conditions, the child minder told us that she takes the children out to play daily in better weather.

Children have suitable opportunities to develop their individual skills. They experience a range of activities which are appropriate for their stages of development, and they experience lots of conversation in their preferred language, as well as singing and stories throughout the day. Children have some opportunities to develop their independence skills but there are missed opportunities for them to practise these skills at mealtimes. Young children tidied their toys away independently and confidently ate with cutlery. However, the child minder did some things for them that they could do for themselves, such as tidying their dishes away and putting rubbish in the bin.

The child minder follows appropriate procedures to keep children safe and healthy in most areas. She has an appropriate understanding of her responsibilities in relation to child protection and she ensures that she keeps her safeguarding training up to date. However, her assistant has not completed any safeguarding training. The child minder follows safe procedures in relation to accidents and she keeps records in line with regulations. She follows good hygiene procedures most of the time. For example, she follows effective hygiene procedures when changing nappies and she ensures that children wash their hands regularly. Following our visit, the child minder updated her food hygiene training and her knowledge on the relevant guidance to follow to ensure food hygiene procedures are safe. The child minder promotes a healthy lifestyle because she encourages children to drink water regularly and asks parents to provide healthy lunchboxes and snacks for the children. She also regularly takes children out to play and walk in the local area.

The child minder and her assistant effectively support children to manage their behaviour. They interact with children with warmth, kindness, and cuddles. They praise children regularly for their behaviour and achievements, saying, for example, “*Da iawn*” and “*That’s beautiful*”. They know the children’s needs and preferences and ensure that these are met. The child minder told us that she aims to give all children equal attention. During our inspection visit, she did not always fully consider children’s privacy and dignity when potty training. A child used a potty very near to where other children were eating their lunch. The child minder acknowledged that the potty could easily have been placed a little further into the lounge which would have allowed the child more privacy where they could still be supported and supervised.

The child minder is aware of children’s development, and she plans suitable activities to enable them to develop their skills. The child minder told us that her ethos is for activities to be ‘child-led’. She supports children appropriately in their play, asking simple questions, helping when needed, and ensuring they have the resources they want. We did not see any completed development records during our visit, but the child minder provided us with a template which she uses to make observations on the children’s development. The child minder is developing her understanding of how to plan for children’s next steps in development. She was in the process of completing a training course on Additional Learning Needs (ALN) during our visit. She was not aware of the new Curriculum for Wales but showed a desire to learn more about this. The child minder provides care in both Welsh and English. She told us that she makes it clear to parents that she is happy to speak Welsh with the children but prefers to manage the service and speak with parents in English.

Environment**Adequate**

The child minder provides an environment that is generally safe, secure, and well-maintained. The environment is kept clean and there are no visible hazards. The child minder completes basic risk assessments on the environment, but these do not cover all the areas of her home which are used by children, and they are not dated to show when they have been reviewed. The child minder arranges for appropriate safety checks on her central heating, and she checks the smoke alarms regularly. She keeps a record of visitors and conducts regular fire drills with the children in her care.

The child minder arranges the indoor play space appropriately so that it provides a satisfactory range of learning opportunities. Children play in the lounge, conservatory and dining area and the child minder moves resources around in accordance with children's requests. For example, she moved the large ball pool out of the conservatory to allow for sufficient space when children wanted to play with other toys on the mat. Children make requests for the resources they want and some of these are easily accessible to children. For example, children could independently access and choose books which were stored in a low-level cupboard.

The environment meets children's needs. They have a space to rest and sleep as well as play. Children can sleep undisturbed in a cot upstairs or in Moses baskets downstairs, in accordance with children's and parents' preferences. There are comfortable sofas where children can relax and rest. Children have exclusive use of a bathroom which is suitably equipped to support children's independence. The child minder provides an area for outdoor play. Although this was not in use during our visit, we could see that it was secure, well-maintained, and contained suitable play opportunities for children.

The child minder ensures that children can access a satisfactory variety of good-quality, age-appropriate furniture, toys and equipment. There are sufficient resources to keep the children's interest. She provides some resources to promote children's curiosity about the wider society, promoting equality, and raising cultural awareness, such as books, dolls, and small-world play. The child minder also provides some Welsh resources such as books and jigsaws.

Leadership and Management

Adequate

The child minder provides basic information to parents about her service. She updated the statement of purpose following our visit, but this does not contain full information about the service she provides. We also checked a sample of policies, including policies on medication, complaints, and confidentiality. We found that these are basic and do not contain all the relevant information. For example, the medication policy does not contain details of the records that the child minder must keep, and policies did not contain current contact details for Care Inspectorate Wales (CIW). The safeguarding policy does not contain details of the procedure should an allegation be made against the child minder or a staff member.

The child minder manages her setting appropriately in some areas, but record keeping is not always adequate. The child minder ensures that she keeps suitable information about children's needs, and she has developed a new system for recording visitors, fire drills and smoke alarm tests. She keeps records of attendance of the children she is child minding, but she does not keep full records of when her assistant is working. Also, she does not keep records of when she is caring for family members. 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 always complete notifications of significant events promptly. She submitted a notification of a relevant event following our visit and has improved her understanding of her responsibilities in relation to this.

The management of staff does not fully meet regulations. The child minder had not completed full suitability checks on her assistants. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Although the child minder communicates daily with her assistants about the children's care, there is not a system in place for regular appraisal and supervision. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder referred to basic staff disciplinary procedures in other policies, but she did not have a specific staff disciplinary policy. She has a suitable system in place to ensure Disclosure and Barring Service (DBS) checks are completed regularly. The child minder completes basic training on a regular basis.

The child minder reviews the quality of care she provides on an annual basis and seeks the views of children and parents as part of this review. She also ensures that she provides information to CIW when it is requested. The child minder has completed some additional training, such as equality and diversity training and she asks for support where she needs it, from appropriate sources.

The child minder has effective partnerships with parents who are very happy with the service she provides.

Recommendations to meet with the National Minimum Standards

R1 Update the statement of purpose, and any relevant policies, to ensure they are up to date, contain all relevant information, and meet national minimum standards.

R2 Expand the safeguarding policy and ensure assistants complete safeguarding training.

R3 Write a staff disciplinary policy.

R4 Further develop the system for observing children's progress and planning for their next steps in development.

R5 Expand the risk assessments for the service and ensure they are dated upon review.

R6 Ensure children's privacy and dignity is fully considered when using the potty.

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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28	There is not documentation or information to show all suitability checks have been carried out on assistants. Ensure all suitability checks are completed and there is full information available in relation to these.	New
29	The child minder was not conducting regular appraisal and supervision meetings with her staff. Ensure that regular appraisal and supervision takes place for all staff.	New
30	The child minder does not keep full records of children's hours of attendance and the people who looked after them. Keep full records of the hours of attendance for all children and the adults who care for them.	New

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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