



## Inspection Report

**Sarah James**

**Newport**



### **Date Inspection Completed**

17/01/2024

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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	26 January 2022
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.

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

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

## **Summary**

Children are generally happy and enjoy their time at the setting. They engage confidently with the child minder and are comfortable in her presence. They enjoy their play and have choice in their activities. However, their well-being is impacted by limited opportunities for interaction when the child minder is distracted.

The child minder has some understanding of how to keep children safe and healthy. She is caring and nurturing to children. However, the child minder's supervision of children is insufficient. The child minder provides some child-led activities. We have issued Priority Action Notices relating to the child minder's care of children.

The child minder has inconsistent systems in place to manage the environment. She has appropriate risk assessments but does not follow these sufficiently. As a result, emerging risks were identified indoors and outdoors which require the child minder to take immediate action. Children have access to a limited range of resources.

The child minder has some effective policies and procedures in place to run her service. However, the quality of the child minder's leadership and management needs to improve to be compliant with the Child Minding and Day Care (Wales) Regulations 2010 and meet the National Minimum Standards for Regulated Childcare (NMS).

Children communicate effectively and make choices about how they spend their time. They are confident to express themselves and make requests as they know the child minder will respond appropriately when she is providing them with her full attention. For example, they request resources and toys which interest them. Children confidently approach other adults for help when the child minder is unavailable.

Children are settled while at the child minder's home. They play happily with the resources available to them and interact well with other children present. We saw minded children rolling a car on the floor and laughing with other children when pushing different vehicles. Children are happy and relaxed in the child minder's company. They approach her with ease and show her their toys whilst playing next to her. However, we observed the child minder being distracted whilst talking on the phone which limited children's ability to interact with her. This will have had a negative impact upon the children's well-being and affected their self-esteem.

Children listen and play co-operatively, and share toys thoughtfully with other children who are visiting. They follow directions and requests from the child minder well and make clear attempts to engage her in their play. Children were not concerned by our presence and frequently approached us to show their toys.

Children are free to explore their indoor environment and spend time on activities that interest them, which encourages them to learn and develop. Children enjoy activities such as building train tracks. They chatter happily as they play with the small world items, commenting, "*open, close*" as they open doors and "*roar*" with dinosaurs. Children concentrate on activities for a good length of time before moving to something else of interest to them. During the visit, children only had the choice to use the resources in the living room and due to the wet ground, could not access the outside area.

Children are confident and curious. They respond well to reminders from the child minder regarding using "*please and thank you*" when they ask for a drink. Children take part in familiar routines that provide opportunities to develop their independence. For example, they put their wellies on independently before leaving the house and say "*splish splash*" when they are ready to go.

## Care and Development

Poor

The child minder implements some procedures to meet children's personal care, safety and well-being needs. She identifies some hazards such as broken toys and removes these immediately. The child minder told us of her procedures for children washing their hands, however we did not see this in practise. For example, the child minder did not wash children's hands before their snacks. The child minder has a good understanding of how to manage medical needs and liaises effectively with professionals to ensure she can meet the needs suitably. The child minder has an appropriate nappy changing policy. However, she does not act in accordance with this through providing appropriate nappy changing facilities. She changes nappies on a blanket in the lounge area in front of other children and visiting adults. She also does not dispose of nappies appropriately. These actions are placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address these issues. The child minder was confident regarding her role in safeguarding children. She can recognise signs and symptoms of abuse and is fully aware of her responsibility to report concerns to the relevant authorities. She has undertaken paediatric first aid training and has a first aid box, however many items in this were out of date and needed replacing. The child minder records accidents, incidents and pre-existing injuries appropriately. She has a clear procedure should parents ask her to administer medication to children.

The child minder speaks very fondly of the children in her care, knows their interests and understands their needs. She provides some encouragement and praise and identifies appropriate times to support children. For example, she encouraged a child to build a train track independently, but asked, "*Would you like me to help you?*" when she identified they were struggling to connect two pieces. However, the child minder's supervision of children is not always sufficient. During our visit, she spent considerable time taking a phone call while minded children were in her care. She also left children in the care of adults who were not child minding assistants. One of these adults did not have a Disclosure and Barring Service (DBS) certificate. These actions are placing children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

The child minder takes children to toddler groups and visits parks regularly to provide opportunities for them to engage with other children and experience outdoor play. She does not formally plan activities. She has recently implemented a system of tracking children's development through scrapbooks.

**Environment****Poor**

The child minder takes some actions to ensure the safety of her home environment for minded children. She has had an electrical safety test carried out on her home and regularly tests her smoke alarms. Immediately following the inspection visit, she arranged for a gas safety test to be undertaken. The child minder has clear, written emergency procedures. She carries out regular fire drills but doesn't record these in detail. The child minder registers the attendance of children but doesn't note their arrival or departure times. She does not record the attendance of visitors during minding hours.

The child minder has completed some written risk assessments which identify potential risks within the home. They contain steps to be taken to reduce the risk, however, these steps are not always followed. The child minder did not recognise potential emerging risks within the environment. For example, there were several potentially hazardous items accessible to children in the kitchen. The child minder had not considered all potential hazards and had not assessed the situation appropriately. This is having an impact on children's health, safety and well-being and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

Children have access to a bright, well-maintained lounge for play and mealtimes. Furniture is of suitable size and design for the age of the children which supports independence. They have a low, comfortable settee on which to relax and a child-sized table and chairs for play and mealtimes. The child minder told us the children usually have access to the rear garden, but it is currently boggy due to the recent rain, so she chooses to take them out instead. Children have access to an upstairs bathroom with sufficient handwashing facilities. However, there was no hand towel for children to dry their hands and several cosmetic items were in reach of children.

Children have free access to a limited number of resources. These are stored at a low height to allow children to view them and select what they wish to play with. We observed children happily engaging with train sets, dinosaurs, small world, spaceships and colouring.

## Leadership and Management

Poor

Overall, the quality of leadership and management needs to improve to ensure the service meets regulations and the National Minimum Standards. The statement of purpose, which was updated following the inspection visit, provides parents with most of the information required about the service the child minder offers. However, it does not detail all pets within the family home or identify arrangements for dealing with complaints or emergencies. The child minder has a range of suitable policies and procedures although she does not identify when they were reviewed and when they will be next reviewed. She does not have written procedures to follow in the event of a missing or uncollected child. The child minder uses appropriate systems to obtain and store information regarding children. For example, she has the relevant contracts, permissions, and information regarding the individual needs of children. The child minder's car has valid insurance, tax and MOT.

The child minder carries out an annual quality of care review of the service. This includes the views of both children and parents and identifies targets for improvements for the forthcoming year. The child minder submits other required documents such as Self-Assessment of Service Statement (SASS) on time to Care Inspectorate Wales. The child minder has a complaints policy in place.

The child minder does not currently employ an assistant and works alone. However, during our visit, she informed us that she wishes to register her daughter as an assistant. The child minder ensures all members of the household aged 16 and over have an up-to-date DBS certificate. However, she had not formally notified Care Inspectorate Wales of a household member reaching the age of 16. She has undertaken a range of additional training courses to support her practise. These include several courses on various aspects of Additional Learning Needs. Scrutiny of records identified the child minder maintains appropriate ratios of adult to child.

Partnerships with parents are good and parents we spoke with told us they are very happy with the care the child minder provides to their children. They noted they would be confident to discuss any issues with the child minder should any arise.



### 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
20	The child minder must ensure that she provides adequate supervision at all times and provides children with her full attention. The child minder must also ensure that only people with DBS certificates are present within her home for extended periods of time when she is minding.	New
25	The child minder must ensure her premises are free from hazards and risks to children's safety.	New

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 10 - Healthcare	Monitor expiry dates of items held in the first aid box.
Standard 10 - Healthcare	Ensure all children wash their hands before eating.
Standard 24 - Safety	Identify children present and times of fire drills.
Standard 5 - Records	Record the arrival and departure times of children.
Standard 5 - Records	Record the attendance of all visitors to the home during minding hours.
Standard 7 - Opportunities for play and learning	Plan a range of activities to aid children's skills development.
Standard 1 - Information	Review the statement of purpose to ensure it holds all required information.
Standard 13 (Child Minder) - Suitable Person	Ensure CIW are notified of all household members aged 16 and over.

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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**Date Published** 16/02/2024