



Inspection Report

Claire Price

Blackwood



Date Inspection Completed

22/05/2023

About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	19 April 2021
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	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.

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<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 settle and are comfortable in the child minder's care. Younger children's attempts to communicate are valued. Younger children are learning to play and are slowly developing friendships. Older children enjoy attending after school. Children have adequate opportunities to develop their independence and skills.

The child minder is nurturing and supportive of children, listening to them and watching for any non-verbal cues. She has a good understanding of how to keep children safe. She manages behaviour calmly, knows the children and is responsive to children's individual care needs. The child minder has not yet established an effective system to monitor younger children's development.

The child minder keeps her home clean, safe and well maintained. She has safety checks in place to manage any emerging risks both inside the home and when out and about with the children. There are adequate resources in place to interest children and she has stored resources so that they are easily accessible to children to promote their independence and choice. Older children can easily access the bathroom for independence.

The child minder does not operate her service consistently and needs to strengthen her oversight of her business. Some areas of the service relating to training and record keeping have not met regulatory standards. However, she is motivated to make these improvements and is actively seeking to address training needs. She works well with parents and provides daily updates regarding their children and their individual needs.

Children are learning to express their wishes and feelings. Their likes, dislikes and needs are acknowledged as they are beginning to form bonds of attachment with the child minder. Younger children indicate when they want to sleep, when they want a cuddle and reassurance, and the child minder responds to their needs. Children have some opportunities to make choices and decisions about what affects them, and older children are given questionnaires so that they contribute to the annual review of the service.

Children are learning the routines of the setting and are beginning to settle and have confidence to choose toys they wish to play with. They soon relax and play with the cars or rattles and shakers. Some children chose to sleep for part of our inspection visit and woke happy and contented in their surroundings. They play contentedly alongside other children with the child minder supporting them.

Interactions between children and adults are positive. Some children co-operate and are interested and engaged in the toys on offer which help develop their skills to play and learn. When children become bored or do not like the toys, the child minder offers them alternatives. They enjoy a satisfactory selection of appropriate opportunities indoors and outdoors as the child minder takes them out to the park and on local walks. She now also cares for a much younger age range and has found out about local playgroups which she intends to attend with the children. These sessions will help the babies skills to develop through a broader range of activities and play with other children.

Children are developing their independence and individual skills in some areas. Younger children are encouraged to choose toys and at lunch time are encouraged to eat finger foods independently. Older children are encouraged to wash and dry their own hands and to be as independent as possible in line with their age and stage of development.

Care and Development

Adequate

The child minder has a good understanding of how to keep children safe and healthy and has a level three child care qualification. However, some improvements are required to ensure compliance with regulations and national minimum standards. The child minder has a clear understanding of her responsibilities to safeguard children and the procedures to undertake should she need to refer concerns to an outside agency. Accident, incident and medication forms are completed, and signed by parents. The child minder has renewed safeguarding and food hygiene training. However, she has not got a current paediatric first aid certificate. This is an area for improvement, and we expect the provider to take action. The child minder mostly promotes healthy eating and drinks are readily available to keep children hydrated. She completes regular fire drills with all children to ensure she is confident that she and the children respond appropriately and swiftly to an emergency. Although there is limited outside space the child minder likes to take children on walks to local parks to promote their physical development through exercise.

The child minder is warm and nurturing in her interactions with children. She is aware of the children's individual needs and understands that good settling-in routines help children to relax and feel safe. Children present at our inspection visit were fairly new to the setting and after some initial unsettled behaviour, they responded well to her soothing tones and diversion strategies. They were settled to sleep and later woke contentedly and were able to settle to their play.

The child minder has not undertaken observations, assessments or activity planning to help track, monitor and plan for children's next steps of development. She explained that until recently all of the children she cared for were of school age. However, she has recently started caring for very young children and therefore plans to introduce systems to monitor and encourage children's development. She has not updated her Additional Learning Needs policy to reflect present working practice in line with 'The Additional Learning Needs Code for Wales 2021' to ensure children with any emerging needs can be properly supported.

Environment**Adequate**

The child minder has systems in place to ensure the environment is safe for children. The front door is kept locked at all times and we were asked to sign a visitor's book on arrival at the setting. The child minder has updated risk assessments for all play environments, outings, and the school run. She completes daily visual checks, and we did not detect any obvious risks within the environment. Whilst the safety gate into the kitchen remained open, the child minder was caring for babies and she explained that the gate is closed when older children are present. Children do not access the kitchen unsupervised. Annual gas safety checks are completed, and the house is presented to a good standard.

The environment is homely and generally suitable to care for children and meet their needs. There are some limitations due to the layout of the home, as the back garden play area is steeply terraced and not easily accessible to children. However, the child minder has put suitable safety gates on the steps and also has a small front patio where children can get fresh air. The bathroom is easily accessible from the main lounge/play area. Children have easy access to the toilet from the main lounge/play area and suitable hand washing and drying facilities. There are no separate sleep areas for younger children, however this is managed appropriately by the child minder and does not impact upon babies' ability to rest and sleep during the day.

There is an adequate range of resources and games for children to access. She has some appropriate resources easily available to encourage sensory exploration by the babies who enjoyed shaking a rattle and playing with push along cars. We saw other resources stored nearby including puzzles, rainmakers, threading games, dressing up and posting games. The child minder ensures that the quality of resources is maintained to a satisfactory standard. On inspection resources were seen to be of suitable quantity and quality, and able to meet the needs of the age range of children attending. The child minder told us that resources were regularly checked and cleaned and are discarded immediately if damaged or worn.

Leadership and Management

Adequate

Leadership and management of the service requires improvement in several areas. The child minder has taken action to address some areas during the course of this inspection and has addressed most of the recommendations from the previous inspection. For example, the safeguarding policy has been updated and reflects current practice and risk assessments have been improved. However, record keeping aspects of her service are not consistent as information contained within children's files is not complete and registers of attendance are not recorded accurately. This is an area for improvement, and we expect the provider to take action. The child minder has policies and procedures in place to support the running of the service. However, these are not dated to demonstrate when they were last reviewed. The child minder updated the statement of purpose following our inspection visit and this informs parents of the type of service and care their children will receive. Discussions we held with the child minder assured us that she does understand her responsibility to operate within the conditions of her registration, and the need to improve her oversight and management of the service.

The child minder has a system in place for reviewing the service and has submitted her Self Assessment of Service Statement (SASS) and undertaken a quality of care review. She consults with parents and children to inform her review, increasing her awareness of their likes, dislikes and preferences. However, she did not accurately reflect responses to all recommendations made by Care Inspectorate Wales (CIW) at the last inspection or clearly identify any future developments required to the service.

The child minder holds an up-to-date Disclosure and Barring Service check to confirm her suitability and has also undertaken suitable checks for family living at her address. The child minder is not registered with the Information Commissioners Office, but as she uses a messaging application, has agreed to check whether she should register her service. The child minder is keen to develop her knowledge and skills but has not maintained some training.

The child minder works with parents and other professionals to help identify and meet children's needs. She has systems in place to ensure smooth and clear communication with parents, sending photographs via her telephone during the day and ensuring verbal feedback is given when children are collected. For children under two years the child minder offers a written diary to parents should they wish.

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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24	The child minder must access paediatric first aid training to ensure she has the knowledge and skills to respond appropriately to any incident requiring first aid intervention.	New
30	The registered person must ensure that accurate registers are completed so that she can evidence when children are in her care, and she must maintain full information including general practitioners details so that she can access this information if needed.	New
17 (2)	A Self Assessment of Service (SASS) has not been completed. The provider must provide CIW of evidence that one has been completed when next requested to do so.	Achieved

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 7 - Opportunities for play and learning	Observe and record what children do to help plan the next steps for the children's play, learning 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)
Develop a good working knowledge of the additional learning needs code for Wales.
Include review date of policies and procedures, evidencing that these are reviewed annually.
When writing the quality of care report include an action plan in order to properly demonstrate any proposed developments to the service.

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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