



Inspection Report

Kimberley O'Sullivan

Barry



Date Inspection Completed

06/09/2023

About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	4 October 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.

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<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 happy, relaxed, and comfortable in the child minder's care. They develop positive relationships with each other, the child minder and her family members. Children communicate confidently with the child minder. They experience a suitable range of activities and enjoy their play. Children are developing their independence appropriately.

The child minder delivers warm, supportive care. She interacts very well with the children and supports them in their play. The child minder knows the children well and keeps them sufficiently safe and healthy.

Children receive care in a safe, clean and secure environment. There is sufficient space with a small range of toys and resources available. These are organised, in good condition and promote children's play and learning. The child minder has recently developed her garden to provide a stimulating outdoor play space.

The child minder's management of her setting is developing. There are a range of policies and procedures in place to support the running of the setting. She has undertaken all mandatory training and is eager to attend additional courses to support her practice going forward. Parents' feedback is very complimentary of the setting and the child minder builds positive partnerships with them.

Well-being

Good

Children have some opportunities to make choices and decisions about things that affect them and how they spend their time at the setting. For example, they can choose which sandwich filling they would like for lunch, where they sit at the table and what toys and resources they would like to play with. They communicate confidently and they know the child minder will listen to them. For example, a child stated they wanted to apply their own suncream and the children minder acknowledged this immediately.

Children are very happy and settled with the child minder. One child was attending the setting for the first time and was very settled and happy. Children develop confidence and form close bonds with the child minder. This was apparent as they played outdoors in the mud kitchen, laughing and squealing as they poured water on the child minder's feet. Overall, children interact and behave well as is appropriate for their ages and stages of development. Younger children play alongside each other, and older ones manage their behaviour well. During the visit, we saw children responding to one another in a caring manner on more than one occasion. One child stroked another child's face and another child cuddled and wiped the tears of another child. Children are learning to respect others, to share and to take turns. Children display very good manners at this setting. They are familiar with routines and follow the child minder's directions, such as when she asks them to get ready for the school run.

Children enjoy their play. Younger children enjoyed choosing which song they wanted to dance to, exploring the mud kitchen by filling and emptying different containers, and looking at plastic animals with the child minder. After school, children enjoyed relaxing on the sofa. The child minder acknowledged those who wanted to stay indoors as well as those wanting to play outdoors. The child minder told us children usually spend a lot of time in the garden. Children can learn and develop from the activities and experiences provided for them. They develop their play independently and with the child minder's support. For example, younger children engaged with each other in activities such as imaginative play with the dolls and in the mud kitchen, pretending to make jelly. Children have suitable opportunities to develop their independence skills. For example, children learn to take off their shoes when they arrive. Some children use the bathroom facilities confidently, washing and drying their hands independently. They help to distribute cutlery to other children during lunch time and return their plate to the kitchen when they have finished their lunch.

Care and Development

Adequate

The child minder has appropriate procedures to keep children safe and healthy. She has a range of policies and procedures which promote children's health and safety. However, she does not always fully follow these. For example, she does not ensure children wash their hands before meals or snacks and she did not provide individual or disposable hand towels in the bathroom. The child minder ensures children are supervised well most of the time, however there were periods where children accessed the garden independently. Since the inspection visit the child minder has confirmed she will implement changes in her practice. During the visit, the child minder ensured children kept hydrated by offering them ice cold drinks on a regular basis. She also ensured all children wore suncream and a sun hat before accessing the garden as it was a hot, sunny day.

The child minder has completed safeguarding training and updated the policy during the inspection process to include the process to follow if an allegation of abuse is made against her. She understands the process to follow should she have concerns about a child. The child minder keeps consistent records of children's attendance, however she does not complete departure times swiftly. The child minder has appropriate systems in place to record accidents and safe administration of medication. She has up-to-date training in paediatric first aid, enabling her to deal with minor accidents confidently. The child minder prepares relatively healthy home cooked meals and, overall, provides and encourages children to eat healthy snacks. She does not fully implement good hygiene procedures when changing nappies as per nappy changing policy. The child minder has a system for managing allergies and food preferences.

The child minder has a lovely manner with the children, her interactions are positive, demonstrating warmth and kindness, *"Well done that's so lovely"* and *"let me wipe your beautiful face."* She has a suitable behaviour management policy and uses positive techniques such as explanation and distraction to manage minor upsets. She knows the children well and responds positively to their needs.

The child minder supports children's learning and development through the experiences she provides and her interactions with them. She is sensitive to the needs and experiences of individual children. She regularly praises the children and talks to them in a way suited to their age and level of understanding. The child minder plans activities informally and she asks children what they would like to do. She shows an awareness of the need to identify where children need extra support and told us she would discuss this with parents. The child minder does not record observations of children or record their development. She told us she has identified this as something she needs to develop in her practice. The child minder did not use any Welsh with children during our visit.

Environment

Adequate

The child minder ensures her home is secure, safe and clean. She keeps records of visitors to her setting. The child minder has suitable risk assessments in place and supervises children well most of the time. She does not currently keep formal records of daily safety checks, cleaning schedules and kitchen procedures such as recording she has checked fridge temperatures and probed food. The child minder ensures her home is well maintained. During the visit, she had not carried out fire evacuation practices, however we received confirmation this has been actioned following the visit.

The child minder provides a welcoming and friendly environment for children. It is light, bright, and has sufficient space for children to play and learn. Children have use of the open plan living/dining room and can access the bathroom upstairs from here. We discussed children accessing the stairs independently and safely, as there is no safety gate in situ at present. She provides suitable sleep space in a separate room if required, and there are comfortable sofas and chairs on which children can rest and relax if they choose. Children are able to access an electronic handheld device, however there was no parental permission in place for this during the visit. Children can access a well-resourced garden directly from the play space. The child minder has used a recent grant to re-equip her garden to create a space that gives children many additional play and learning opportunities.

The child minder provides an adequate range of resources, appropriate for the age range she cares for. For instance, resources are stored at low levels, in drawers, boxes or on open shelves which allow children to access them independently. All the resources we saw were of good quality, clean and in good condition.

Leadership and Management

Adequate

The child minder has only recently resumed minding following a period of voluntary suspension. She is developing the management of her business and is committed to providing a good quality service. She has an appropriate range of policies and procedures in place to support the running of her setting. However, a few of these do not fully reflect her practice and require reviewing to reflect her current service. Following the inspection visit, the child minder submitted a Statement of Purpose which is in line with regulations and the National Minimum Standards. Overall, paperwork is consistently completed.

The child minder ensures she and all household members over the age of sixteen years have up to date disclosure and barring service checks (DBS), however she has not ensured Care Inspectorate Wales holds a correct record of household members. As a result, this is noted as an area for improvement and will be followed up in the next inspection. The child minder understands the importance of keeping up to date with current practice and the need to refresh her training and skills regularly. She ensures mandatory training such as paediatric first aid, safeguarding and food hygiene is in place.

The child minder develops good partnerships with parents. She puts a contract in place for each child which she and parents sign and exchange. She collects relevant information to ensure she can meet children's individual needs and gathers parental permissions to cover a range of scenarios such as seeking emergency medical treatment, application of sunscreen and taking photographs. However, during the visit not all children had permission to interact with the pet dogs. The child minder confirmed this had been put in place following the visit. The child minder communicates verbally with parents daily. We saw relaxed and detailed hand overs when parents collected their children. She also effectively uses a messaging app to keep parents informed of how their child is throughout the day. Parents spoken to on the day of the visit provided positive feedback about the child minder, *"Really pleased with everything. My children don't want to come home."*

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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30	The service provider has failed to ensure the service record reflects all household members.	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 24 - Safety	Ensure children are supervised at all times and appropriate measures are put in place for all areas accessed.
Standard 10 - Healthcare	Ensure hygiene practices are improved.
Standard 7 - Opportunities for play and learning	Ensure activities are planned and children's progress and development is recorded.

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 parental permission is in place for the use of electronic devices.
Ensure records are kept for daily checks and cleaning schedules.

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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