



Inspection Report

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Abergavenny



Date Inspection Completed

24/05/2022

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	24 November 2016
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

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

Summary

Children's wellbeing is at the centre of the setting, they feel secure, happy, and comfortable. Children form close and affectionate relationships with the child minder. They play confidently together and express themselves well in accordance with their ages and stages of development.

The child minder has a good understanding of how to keep children safe and healthy. She has implemented new policies and procedures in response to Covid19 effectively. The child minder plans for a variety of activities which are interesting and stimulating and capture children's imagination. Children's progress is recorded appropriately.

The child minder is supportive and responsive to the needs of the children. She has a warm caring manner and is a good role model. The child minder promotes children's learning and development, providing activities and resources that are interesting and support children in progressing their skills.

The child minder manages the setting in an effective way. She is motivated and has a sound vision to develop the service further. The child minder works well with parents in making decisions about their child's individual care needs. She provides parents with daily feedback and updates. The child minder works in line with her policies and procedures, she is working towards broadening these to ensure they include pertinent details required.

Children have good opportunities to make choices and decisions. They move around the playroom easily and select from the toys and resources, which they can freely access. Children attending have formed affectionate relationships with the child minder. They happily approach her for cuddles and reassurance. We saw children snuggle up to the child minder as they sat on her lap and enjoyed a story.

Children are forming positive relationships with their peers in line with their age and stage of development. They show interest in what each other is doing. Interactions are consistently positive. Children are at ease and comfortable engaging with the child minder in their play activities. They are polite, show good manners and respect resources available. Children welcomed us with smiles and then settled quickly back into their activity. They have free flow access into the garden area where they can sit at the small table and chairs to eat their meals or do other activities.

We saw the children taking part in activities including imaginative play, playing with soft toys and looking through books. The children were involved in choosing the activities and we saw them able to sustain their interest for a reasonable amount of time. A young toddler happily played with a toy stick man, they pretended to act out the story of Stick Man getting stuck in the snow. The child knew the story well and narrated it while acting out with the toy. The child minder got down on the floor with the child and encouraged them to continue to tell the story. The children were happy playing independently but also with the child minder.

Care and Development

Good

The child minder understands her responsibilities in relation to children's safety and wellbeing. There are appropriate record keeping systems in terms of the administration of medication, accidents and incidents. The child minder recognises her safeguarding responsibilities and has a child protection policy with references to procedures to follow should a referral to children's services be required. However, the policy did not include contact details for the local safeguarding board or Care Inspectorate Wales (CIW). In light of Covid19, the child minder prioritises infection control, with changes made to visitor access to the home, as well as frequency of cleaning and hand washing routines.

The child minder has a written behaviour management policy and strategies outlined in it are developmentally appropriate in line with children's level of understanding. The child minder applies a positive approach when managing behaviour, modelling appropriate behaviour herself. She told us about using distraction methods when conflicts break out. She praises good behaviour and offers encouragement to support children's self-esteem and confidence.

The child minder promotes children's play and learning to a good standard. She plans activities in line with children's individual needs and abilities. The child minder places emphasis on children's emotional well-being and provides space and time for them to develop their communication skills. She knows her minded children well enough to be able to understand their needs even if they cannot vocalise their feelings to her in a fluent way. The child minder interactions with children are consistently warm and nurturing and she supports children effectively, helping them when necessary.

Environment**Good**

The child minder's home is safe and provides a secure environment for all the children who attend. There are safety measures to ensure that children have limited access to some areas of the home. For example, the upstairs of the property, with the exception of the bathroom. The front door of the property is locked, none essential visitors do not enter the premises. An annual safety service check of the gas boiler has been conducted and certification is documented in the child minder's operational file. The child minder identifies risks and has a range of written risk assessments to ensure children's safety. She undertakes regular fire evacuation drills with the children, so they are familiar with procedures. Reviews of risk assessments on all areas used for child minding are carried out regularly. We noted that in the bathroom, children are provided with paper towels to dry their hands. However, a communal towel was also accessible. The child minder told us the towel is only used for herself and her family. This can cause confusion about which towels a child should use and sharing towels could cause cross infection.

Children benefit from a 'home from home' environment that is child friendly. The child minder's home provides an appropriate amount of space so children can play and explore in comfort and meets their needs. There is a good standard of décor throughout with sufficient natural light. Externally, there is a good-sized outdoor area, mainly laid to lawn with a small area designated especially for child minding.

The child minder has a good array of toys and materials, which are well maintained and clean. There is a good range of toys and equipment for babies/toddlers including shape sorters and musical toys. There is also a range of outdoor toys in the garden.

Leadership and Management

Good

The child minder is aware of her responsibilities in relation to her childminding business. She has a suitable selection of written policies and procedures to support her setting and shares key documents with parents. The statement of purpose provides sufficient information about the setting, so parents are able to make an informed decision about its suitability for their child. However, both the statement of purpose and policies and procedures for lost child and uncollected child policies do not have the regulators correct contact details. Documents are stored securely, and the child minder shares her written data protection policy with parents. The child minder completes daily records in a timely manner and individual children's contracts contain relevant information.

The child minder manages her childminding business effectively. There are up to date Disclosure and Barring Service (DBS) certificates for all persons over 16 who live at the premises. The child minder informs parents in advance of closures of her service so they can make alternative childcare arrangements. She takes training, and development of her practice, seriously and has up to date core training. In addition, she undertakes a range of other courses to extend her knowledge of childcare issues. For example, the child minder recently completed level three training in childcare.

The child minder is committed to improving her service and actively asks for feedback from parents and children by sending out questionnaires. She is reflective and open to new ideas and ways of working to benefit the children in her care. She provides a quality-of-care report on an annual basis which includes the opinions of all those who use her service. The information seen during the inspection demonstrates very positive views and the service is highly recommended to others.

Recommendations to meet with the National Minimum Standards

R1. Ensure all communal towels are removed from bathroom during minding hours to stop cross infection.

R2. Broaden the lost child and uncollected child policy to include time line that would be followed in alerting when a child goes missing and to include contact details for the Local Authority safeguarding board and CIW.

R3. Broaden the safeguarding policy to include details of how referrals are made and contact details of the LA safeguarding board and CIW.

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
	Regulation 9 (1)(b) and 9 (3): Not having sufficient regard to the need to safeguard children and promote their welfare and not having attended training recently enough to ensure that knowledge of CP was adequate	Achieved
	Regulation 16: Had not made suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the quality of care	Achieved
	Regulation 25: The child minder had not adequately risk assessed her home in order that any risks could then be minimised.	Achieved

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
	not always recording the actual times of attendance of children in daily attendance register	Achieved
	not always recording the actual hours of attendance of children in the register	Achieved

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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