



Inspection Report

Donna Jones

Caernarfon

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

29/02/2024

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About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	02 October 2017
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

<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 are content and express enjoyment. They have a sense of belonging and are familiar with the daily routines. Children interact positively with their friends and the child minder. They enjoy a reasonable selection of appropriate opportunities indoors and can also relax and have quiet time. Children take part in activities resulting in a reasonable feeling of achievement and self-esteem. They are happy to show or talk about what they have been doing. They are developing their independence skills suitably.

The child minder has a warm and friendly approach to care giving. However, she is not fully implementing her policies and procedures effectively to promote healthy lifestyles to meet requirements. The child minder organises appropriate play and learning activities for the children.

The indoor environment is clean and welcoming. The child minder makes sure there are appropriate toys and resources suitable for the age range of children being cared for. The outdoor play environment requires improvement.

The child minder manages some aspects of her setting appropriately. However, further improvements are required to meet with regulations and standards to create better outcomes for children.

Well-being

Adequate

Children are happy and have some opportunities to follow their interests and develop their play and learning.

Children express themselves appropriately and enjoy talking about and showing what they like to play with. For example, on arrival from school, children showed the elephant ears they had made and demonstrated how an elephant moved. Children spoke about the items in their lunch box and asked the child minder politely to make their pasta. The child minder responded to the child's request straight away and this made the child happy.

Children settle quickly as they are greeted in a friendly manner by the child minder. They are familiar with the daily routines and show how they prepare themselves to collect their friends from school. They approach the child minder with ease to make their requests or for a cuddle when needed.

Children interact positively with their friends and the child minder. They enjoy the social occasion of mealtimes and practice using good manners. Children co-operate well and are learning to share and take turns. For instance, friends took turns to organise the large number foam puzzle pieces. They shared the utensils for their baking activity and took turns to mix the ingredients with a wooden spoon.

Children are engaged in their play and learning experiences. They enjoy developing their imagination. For example, a child showed how they used a toy vacuum pipe as a fishing rod and used the rug to pretend it was a pond to fish in. This created a lively chat about catching an octopus and shark. Children enjoy choosing their favourite jigsaw and sustain concentration well to complete them. They had fun showing how they use a battery-operated steering wheel and became excited listening to the different sounds it made when they pushed the buttons.

Children respond positively to opportunities to develop their independence skills, but some opportunities are missed at mealtimes to allow children to make their own choices and self-serve. Children do most things for themselves appropriately with positive encouragement from the child minder.

Care and Development

Adequate

The child minder knows the children well. She supports children to speak and express themselves with confidence and provides them with a consistent timely response to their requests. The child minder has a warm and friendly approach to care giving.

The child minder has a suitable understanding of safeguarding procedures. She records children's daily times of attendance appropriately. The child minder has completed mandatory training suitable for the age range of children being cared for. The child minder records accidents and incidents accurately and makes sure parents and carers acknowledge these to evidence they have been kept informed. The child minder conducts fire drills to help children know what to do in the event of an emergency.

The child minder is not fully implementing her policies and procedures effectively to promote healthy lifestyles to meet requirements. For example, the child minder uses wipes and sanitiser to cleanse children's hands instead of encouraging children to wash their hands with soap and water to prevent the spread of germs and viruses. Nappy changing procedures are not fully in line with current infection control procedures. For example, the child minder did not take off her disposable gloves after changing a child's nappy before dressing the child. The child minder is not ensuring privacy for children when intimate care is being provided. The child minder does not have a nappy changing policy in place covering both hygiene matters and good safeguarding practice. This is placing children's health and wellbeing at risk, and we have therefore issued a priority action notice. The child minder must take immediate action to address this issue. The child minder's food and nutrition policy is not reflective of the provision offered and her practice is not in line fully with the Welsh Government food and nutrition guidance for child care settings. For example, children are consuming sugary based drinks and are not being encouraged to drink water or milk. We did not observe children playing outside, and the child minder explained the outdoor play area is not used currently. However, she was able to provide photographs showing children playing on the beach and visiting local sites.

The child minder provides a warm and welcoming environment and makes sure children are provided with reassurance and comfort when needed. This creates a relaxed and happy atmosphere.

The child minder organises suitable indoor play and learning experiences. She provided children with gentle support and clear instructions during a baking activity and when they completed puzzles. The child minder confirmed she no longer tracks children's development to prepare for their next steps in learning. The child minder explained that parents and carers receive daily verbal updates or via text messaging about their child's progress.

Environment**Adequate**

The child minder ensures the indoor environment is clean and welcoming. The outdoor play environment requires improvement.

The child minder has a suitable system to manage access to the premises but does not keep a record of visitors. Following discussion, we recorded our attendance in the child minder's diary, and she said she will address this matter in future. The child minder has completed generic risk assessments identifying the potential hazards to children and what measures are in place to manage these risks. However, these are not fully reflective of the current provision regarding the arrangements of using the outdoor play area. The child minder supervises children appropriately. While collecting children from school the child minder made sure children were aware of the potential risks and practiced road safety rules. The child minder has a first aid kit, but some items have expired.

The layout of the playroom promotes children's independence. There is a variety of good quality toys and resources available, but not all of these are easily accessible to children. For example, the toy box is overloaded, making it difficult for children to make choices and experience playing with different toys. There are some natural and interesting resources to develop children's curiosity, but these are stored in cloth covered boxes, making it difficult for children to see what is inside. The child minder provides resources to develop children's language, numeracy, and self-awareness skills appropriately.

The child minder's outdoor and safety policies do not reflect the current provision accurately as these state that the outdoor area is available for use. However, during our visit the child minder confirmed the outdoor play area is not in use. Following our visit, the child minder confirmed that she will amend all policies to reflect what the setting currently offers. The outdoor area requires significant improvement to make it safe for children to access for play. The child minder said the garden will be made safe for children to play in the summer. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Leadership and Management

Adequate

The child minder manages some aspects of her setting appropriately. However, further improvements are required to meet with regulations and standards to create better outcomes for children.

The child minder has written a statement of purpose, but this does not contain all the required information to accurately reflect what the setting offers. For example, opening times are not included, more detail is required about procedures during an emergency, admissions, updating the reference about range of needs of relevant children and to include details of the arrangements to review the statement of purpose. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following our visit the child minder has submitted a revised statement of purpose with some improvements made. The child minder has produced a safeguarding policy, but this is not based on the Wales Safeguarding Procedures in line with current Welsh legislation. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder confirms she provides the 'Active Offer' of the Welsh language and does operate her setting through the language of Welsh. However, currently all documentation is provided in English only for parent and carers.

The child minder has produced a report reviewing the quality of care dated January 2023. The child minder has not considered or fully evaluated the quality of care effectively and the report does not accurately reflect the current provision. The child minder has not included comments from parents, carers and children to highlight what is going well, what improvements she will make and how she will address these. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

During the time of our visit, the child minder had not ensured she and household members over the age of 16 years have a current Disclosure and Barring Scheme (DBS) certificate to ensure children are safeguarded. Following our visit the child minder has presented her current DBS certificate and evidenced that household members DBS renewal applications are in process. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder has gathered the required information in the children's personal records.

The child minder presented some photographs to show children active in their community, visiting local sites to learn about their surrounding area and improve their social skills. We received positive responses from parents and carers to our surveys about the care being offered to their children.

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
25	The child minder must ensure she follows current infection control procedures for nappy changing and handwashing procedures. The child minder needs to make sure there is privacy for children when intimate care is being provided. The child minder must ensure a nappy changing policy is in place covering both hygiene matters and good safeguarding practice.	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
15	The child minder to include all of the required information in the statement of purpose to make sure parents and carers have sufficient information to make an informed decision about the service and send a copy to Care Inspectorate Wales (CIW).	New
16	The child minder must ensure there are effective systems and processes used for continuous monitoring, reviewing and improving the quality of all aspects of the service provided. The child minder needs to make sure she regularly seeks and takes on board the views of children and their parents / carers about what improvements could be made and include these views in the report reviewing the quality of care. The child minder needs to ensure this is embedded in practice to measure the success of the service as part of these processes.	New
22	The child minder must ensure the safeguarding policy is based on the Wales Safeguarding Procedures. In producing this policy the child minder must also be familiar with the Welsh Government's statutory guidance on safeguarding children under the Social Services and Wellbeing (Wales) Act 2014.	New
20	The child minder must ensure children are not placed at risk of potential harm, she needs to make sure all household members over the age of 16 years have a current DBS certificate to verify their fitness.	New
37	The child minder must ensure all areas of the outdoor play area are safe, clean and well maintained to provide children with appropriate opportunities to develop their play, learning and physical skills in the fresh air.	New
6	The child minder must make arrangements to present her current enhanced disclosure and barring service (DBS) certificate to CIW.	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 12 - Food and drink	Ensure the food and nutrition policy is fully reflective of what is offered at the setting and is in line with the Welsh Government food and nutrition guidance for child care settings. Ensure children are offered healthy hydration options throughout the day.
Standard 24 - Safety	Ensure risk assessments are fully reflective of the premises, activities and outings children participate in.

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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