



Inspection Report

Claire John

Narberth



Date Inspection Completed

28/09/2021

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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	06 December 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	<p>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. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow on strategic guidance for Welsh language in social care'</i>. However, the child minder does use some Welsh with the children in her care, including vocabulary for numbers, colours and objects.</p>

Summary

Children are very happy in this child minder's care. They feel secure and confident and they know that the child minder listens to them. They have good opportunities to develop their skills through interesting and engaging activities.

The child minder is calm, kind and caring. She supports children well to develop their individual skills, behaviour and confidence.

The child minder provides a clean, spacious, safe and welcoming home environment for children.

On the whole, she manages her service effectively, keeping it under review and ensuring she complies with regulations. She builds good partnerships with parents.

Well-being

Children are confident that their voice is heard. They have regular opportunities to make choices. For example, a child could choose if they wanted to have their food or play when they first arrived at lunchtime and a younger child had a choice of where they would prefer to have their bottle. Children confidently tell the child minder when they need or want something.

Children are very settled and have a sense of belonging. They are familiar with the routine at the setting. They are relaxed and comfortable. We saw children smiling and laughing throughout our visit, including when they had just stirred from a rest. A child was happy to give their comfort item to the child minder when they no longer needed it. Parents told us that their children really enjoy attending this setting.

Children have very good opportunities to develop their individual skills and independence. They practise their independence as part of the daily routine, such as taking off their shoes and storing them, going to the toilet and washing their hands. Children have opportunities to develop their language, number, physical and problem-solving skills through adult-led activities and free play. A child was very engaged, for an extended period, playing with toy vegetables, pots and lids. They counted, matched and named colours, picked up items with their fingers and tongs and they solved problems. For example, when they could not get corn out with their hands, they tipped the pot upside down. Children have regular opportunities to play in the outdoors.

Care and Development

The child minder keeps children suitably safe and healthy. She has a good understanding of her responsibilities in relation to child protection and has safe procedures in place. However, she was not aware of the updated Wales Safeguarding Procedures. She follows safe hygiene processes by encouraging regular handwashing and regularly cleaning surfaces. The child minder mostly follows safe procedures when changing nappies as she wears gloves, washes her hands and cleans the changing mat. However, she did not wear an apron. The child minder has up to date training in relation to safeguarding, paediatric first aid and food hygiene. She provides healthy snacks, such as fruit, vegetables, crackers and breadsticks and takes children outside to play on a regular basis.

The child minder follows appropriate procedures in relation to administering medication and she has updated these procedures, and others, in relation to reducing risks of the coronavirus pandemic. She keeps appropriate records regarding medication and accidents and keeps parents informed. She improved her medication policy and record-keeping procedures in relation to asthma during the course of the inspection.

The child minder supports children to manage their behaviour effectively and positively. She is a good role model and is calm, kind and caring. She gives positive reminders to the children such as reminding them to use, "*Kind hands*". She also gives regular and specific praise, such as, "*You're good at pouring*" and "*you waited so nicely*". She works closely with parents to develop consistent individual strategies to support children's behaviour where necessary.

The child minder supports the children's development effectively. She knows the children very well. She knows their needs, preferences and stages of development. She plans varied and interesting activities, which cover a full range of skills and incorporates the Welsh language into activities. For example, we heard her using Welsh vocabulary, as well as English, in an activity when counting, naming colours and naming fruit and vegetables. She talks to the children and asks them varied questions throughout the day, supporting them to develop their language and ideas. She monitors their development regularly and communicates well with parents to support children's developing skills and provide for their individual needs.

Environment

The child minder provides a very suitable environment for children. There is a large area for play where children can move around freely and easily access resources. She also provides a table and suitable seating for children for mealtimes and for table-top activities, as well as 'tuff-trays' for activities on the floor. There is easy access to the toilet and handwashing facilities and children are able to sleep or rest undisturbed in prams, pushchairs or on the sofa in the lounge area. The child minder also provides a spacious outdoor area that children use regularly. All areas used by children are clean, tidy and well-maintained.

The child minder ensures that the environment is suitably safe. She completes risk-assessments and the safety measures identified are in place, such as a stair gate at the bottom of the stairs and safety locks on the kitchen cupboards. She updated her practice in relation to the back entrance to the house during the course of the inspection, ensuring it is secure. She conducts regular fire drills and ensures regular safety checks are completed on the heating system.

The child minder provides a wide range of very suitable resources to the children, which include natural objects, resources that promote diversity and outdoor toys. She also displays posters which promote valuing each other and promote the Welsh language such as a poster of how to say 'hello' in different languages and a poster of the Welsh days of the week.

Leadership and Management

The child minder manages the setting well, on the whole. She writes and implements a range of suitable policies and shares these with parents. The policies are detailed and centred around the needs of the child. The child minder reviews the policies regularly and they are generally up to date but the safeguarding policy did not reflect the current Wales Safeguarding Procedures. The nappy-changing policy also did not fully reflect infection control guidance in relation to wearing aprons. The child minder has effective systems in place to ensure that she meets regulations and that safety checks, insurance, and Disclosure and Barring Service (DBS) checks are updated in a timely manner. She keeps appropriate records and she notifies CIW of changes as required.

The child minder effectively reviews the service she provides. She completes an annual quality of care review and report and seeks the views of children and parents for this. She makes improvements to the setting. For example, the child minder had addressed all recommendations in the previous inspection report. The child minder updates necessary training in a timely manner and since the last inspection she completed training on anti-radicalisation and Covid 19 awareness. She is a member of an umbrella organisation where she seeks guidance where needed.

The child minder forms effective partnerships with parents. She communicates well with them prior to their child beginning at the setting and on a daily basis, both verbally and on a daily record sheet, about their well-being and activities. She provides parents with information about the service she provides, updating the information as necessary. Parents know that they can ask any questions about their children's care with confidence.

Recommendations to meet with the National Minimum Standards

R1. Ensure that the nappy changing policy and procedures are in line with infection control guidance

R2. Become familiar with the current Wales Safeguarding Procedures and update the safeguarding policy to reflect these.

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
N/A	No non-compliance of this type was identified at	N/A

	this inspection	
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