



## Inspection Report

**Clare Case**

**Neath**



**Date Inspection Completed**

05/10/2023

## About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	10 January 2018
Is this a Flying Start service?	Click or tap here to enter text. 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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<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Good</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Good</b>

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

## **Summary**

Children are happy, settled and have good opportunities to make choices. They are confident and have strong relationships with each other and the child minder. Children follow their own interests and are developing their independence skills well.

The child minder implements her policies and procedures effectively. Children are safe, secure, and healthy. The child minder is very caring and supports children's needs successfully.

The child minder's home is a safe place for children. She provides children with interesting resources and equipment. Children have access to a range of facilities both inside and outside, and regularly visit local areas of interest.

The child minder runs her service well. She is organised and overall meets the national minimum standards and regulations. The child minder has taken prompt action to address any recommendations as part of the inspection process.

**Well-being****Good**

Children have good opportunities to make choices and decisions about what activities and resources they want to play with. For example, they choose the colours for painting activities. We saw children decide if they would like to play inside or outside. They confidently pick which cutlery they would like at lunch time.

Children are happy, settled and cope well with separation from their parents or carers. They have positive relationships with each other and child minder. Children enthusiastically welcome another child at the setting, shouting their name at the door when they arrive. Children receive support and reassurance, having regular cuddles and comfort. They contently sit next to the child minder when engaging in play activities. Their needs are recognised and supported. For example, when children are tired, they are given comforters such as a dummy. Children are familiar with routines. For example, at mealtimes, sleep times and during activities.

Children express enthusiasm and enjoyment. They babble, smile, and interact with each other and adults. Children cooperate with each other. For example, during a puppet activity children played alongside one another and the child minder. Children help each other by finding one another drinks and passing it to them. They share toys and resources with support from adults. Children confidently explore the environment and engage in play opportunities both inside and out.

Children are interested in their play and learning. They follow their own interest and engage in activities of their choice. For example, children expressed enjoyment when sharing their Halloween paintings with adults. Children confidently explore the home corner and use outdoor equipment, such as ride on toys effectively. They access a range of opportunities at the child minders home and in the local area, which promote their all-round development.

Children are developing their independence skills well. They support the child minder when tidying up and follow instructions. Children feed themselves at mealtimes and are provided with support, if needed. Children are encouraged to take care of themselves, they wipe their own noses. Older children access the bathroom to use facilities, and wash hands, with support of the child minder if needed.

**Care and Development****Good**

The child minder understands and implements policies and procedures to promote safety for children. The child minder holds current child protection, first aid and food hygiene certificates. She is aware of her responsibility to safeguard children, appropriately answering safeguarding scenarios. Accident, incident, and medication records are maintained and signed by parents. Following the inspection visit, the child minder has developed individual accident forms for children. The child minder has systems in place to meet allergies and dietary needs. Parents provide snacks for children, whilst the child minder provides healthy home cooked main meals. There are suitable cleaning and hygiene practices in place. The child minder encourages younger children to wipe their hands with antibacterial wipes before meals. Older children wash hands independently. Following the inspection visit, the child minder has purchased new steps, to allow younger children opportunities to wash their hands. Highchairs and trays are cleaned after use, the floor is swept following meals.

The child minder understands the behaviour management policy and implements positive strategies. The child minder engages with children at their level, sitting on the floor with them and successfully supports children to share. She knows them very well and has good knowledge of their needs. The child minder regularly offers encouragement and praise. We heard her say, "*Well done*", "*Excellent*" and "*Good sharing!*" and promote positive manners. The child minder interacts with warmth and kindness, giving children cuddles, engaging and interacting with them. We saw them playing in the role play kitchen, making a cup of tea, and singing action songs together. The child minder is a good role model. They sit together in the playroom and enjoy reading a story together, promoting an engaging and interactive social time.

The child minder is aware of children's individual development and keeps basic development check lists. Following the inspection visit, the child minder has confirmed she will develop her records further to include observations, next steps, and 'wow' moments. The child minder provides a range of play and learning activities, indoors and out. For example, we saw the child minder interact with children to support their colour recognition and learning about animals. She promotes basic Welsh and introduces words alongside English. The child minder is aware of additional learning needs, with systems in place to signpost parents if needed. The child minder is currently undertaking additional learning needs training to provide her with further understanding. They celebrate a range of festivals and promote diversity through the resources available. The child minder confirmed children regularly go on walks and visit local parks, play areas, and playgroups.

**Environment****Good**

The child minder has thorough policies in place and ensures the environment is suitably safe, secure, and well maintained. There is a front entrance with a ring doorbell, she ensures all visitors sign in. The child minder has varied detailed risk assessments in place, which are reviewed regularly. These include all areas in the home, car, and outings. She ensures daily visual checks are complete. The child minder undertakes and records basic information in relation to fire drills. Following the inspection visit, fire drill records include further detail. She ensures annual gas safety checks are in place, alongside electrical installation certificates. Cleaning routines reflect overall good hygiene. Stair gates are in place in the playroom and at the bottom of the stairs to prevent access to other areas of the house.

Children have access to a playroom, front room, kitchen-diner, and downstairs bathroom. Outside there is a secure garden. There is access into the garden from the side of the kitchen-diner. The environment meets the children's needs and enables them to reach their full potential. Inside, there is a range of equipment available to children. The playroom has a variety of resources available at low level for children to access. Children's artwork is on display and resources match the current theme of 'Halloween'. The outdoor play space provides play opportunities with a mud kitchen, sand/water tray, low level table and chairs and space for gross motor play.

The child minder provides an interesting range of suitable quality, developmentally appropriate play and learning resources allowing children a variety of choice. For example, small world play, sensory activities, reading books, role-play activities, and board games. There is suitable equipment for the ages of the children who access the service. For example, prams and highchairs. The child minder confirmed she has a range of car seats which are suitable for children from birth to twelve. The child minder monitors equipment to ensure safety for children.

**Leadership and Management****Good**

The child minder runs her setting well and complies with the national minimum standards and regulations. The child minder has an up-to-date disclosure and barring service (DBS) check. She keeps Care Inspectorate Wales (CIW) up to date with any changes at the setting via her online account and ensures an accurate Statement of Purpose.

The child minder ensures accurate records are in place. Registers with actual times of children's arrival and departure are maintained, alongside a record of who is caring for children. Children have accurate and complete contracts, with a range of consent forms in place. The child minder reviews her policies and ensures they are updated with changes in legislation and guidance. The child minder has up to date certificates such as public liability insurance, ICO (Information Commissioners Office) and car documents.

The child minder reviews and evaluates her service well. She has a recent quality of care report, which includes parental and children's views. The child minder keeps up to date with mandatory training and uses resources available to her through her memberships, undertaking training and accessing grants.

At the time of the inspection the child minder employed an assistant, who worked occasionally at the setting. During the visit, some regulatory records in relation to the assistant were incomplete. However, the child minder has since notified CIW she no longer employs an assistant.

The child minder works with other professionals, including the local authority and has strong links within the local community. She promotes positive partnerships with parents. Keeping parents up to date, through daily dairies, private messages and verbal conversations at the start and end of the day. As part of the inspection, we have gained feedback from parents. Comments received via an online questionnaire, are very positive. Including comments such as "...*We have seen our little one develop and learn so much since she started in Clare's*" and "*We can't thank Clare enough for all that she does and would 10000% recommend her to anyone who wants a childminder*".

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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N/A	No non-compliance of this type was identified at this inspection	N/A
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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)
	No NMS Recommendations were identified at this inspection

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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**Date Published** 27/10/2023