



## Inspection Report

**Joanne Stephens**

**Monmouth**



**Date Inspection Completed**

13/12/2021

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## About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	6 March 2020
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.

## **Summary**

This was a focused inspection and therefore, we did not consider each theme in detail and have not issued or revised any ratings awarded previously. During the Covid19 pandemic in accordance with safety guidelines where appropriate, CIW have conducted a virtual inspection.

Children are happy and settled. The child minder engages well with the children and relationships were seen to be positive and affectionate. The environment is welcoming and suitably resourced. The child minder co-operated with the inspection process and was open and professional in her interactions during the process.

The service is mostly managed appropriately. Some documents require reviewing and updating. This includes the behaviour management policy and risk assessments so that the child minder clearly identifies and eliminates all risks and hazards.

## Well-being

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

On the day of the inspection, the children had been on an outing to a farm to visit Father Christmas. Therefore, we observed children for a very short time at the service. Children express their opinions with confidence. They told us that they had a lovely time at the farm and had a picnic lunch. The children were very happy and excitedly showed off their Christmas jumpers they had been wearing. One of the children had a reindeer on their jumper. This prompted a discussion about animals and their farm visit in which they said, *"We saw real animals doing nativity play"*. The child minder asked them about what types of animals were in the nativity play. The children excitedly listed the animals telling the child minder *"There was a sheep, donkey and even a rabbit. The rabbit was very cute and the donkey behaved himself"*. This made them all laugh.

Children are encouraged to do as much as possible for themselves. They were observed putting on their own coats in readiness to go home. Children know they can ask for support if needed, receiving help, support and praise when completing tasks successfully.

## Care and Development

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

The child minder has all the appropriate information to keep children safe. She implements suitable measures to reduce risks associated with Covid19 in line with Welsh Government guidance. She has a risk assessment to guide her actions. For example, she cleans the environment thoroughly at regular intervals and supports children to wash their hands regularly. Non-essential visitors do not enter the premises.

We viewed some of the child minder's policies and records and in the main found these to be suitable. The child minder has a sound understanding about how to keep children safe within her home. She is confident and clear about recognising the signs of any concerns and has a suitable child protection policy in place. Overall, the child minder supports children successfully to manage their behaviour. She respects and praises their positive behaviour, efforts and achievements. The child minder is a positive role model and children value the calm and settled environment she provides. She interacts with children in a kind and caring manner and is responsive to their individual needs. However, the child minder's behaviour policy lacks detail. For example, the policy does not clearly identify how the child minder would manage challenging behaviour of children of different ages or stages of development. Regular fire drill practices ensure children are aware of how to leave the building safely in an emergency. The child minder plans and records these appropriately.

## Environment

*This was a focused inspection, we have not considered this theme, and therefore we have not issued or revised any ratings awarded previously.*

## Leadership and Management

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

The child minder mostly manages her service well and has a sound understanding of her role. She has considerable experience over many years and keeps her training and learning up to date. There is a clear statement of purpose providing parents with information about how the service runs. As this was a focused inspection, we viewed all the relevant records, policies and procedures. Overall, the childminder maintains these to a satisfactory standard. However, the child minder had not updated risk assessments to include recent changes she had made to her practice. For example, the child minder told us that she had reviewed how she transports children from her home to other settings or venues. When transferring children from her vehicle to the venue, the child minder never leaves children unattended. However, the risk assessment had not been updated to reflect this change.



## **Recommendations to meet with the National Minimum Standards**

R1. Broaden the behaviour policy and understanding of behaviour management to reflect the needs of the children of different age and stage of development

R2. Update risk assessment to reflect the revised practice of never leaving children alone in a vehicle.

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

	inspection	
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