



Inspection Report

Lynn Jones

Newport



Date Inspection Completed

27/01/2023

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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	1 March 2017
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	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.

<u>Well-being</u>	Good
<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 happy, have fun and thoroughly enjoy spending time with the child minder and her family, having established close attachments with them. Children know the daily routines well and are motivated and interested in the activities they select. Children develop good independent skills and express themselves confidently during activities.

The child minder is supportive of the children and meets their needs effectively. She provides activities that nurture children's skills and interests and uses questions purposefully. The child minder is calm, fair and interacts positively, actively showing interest in what they do. Necessary health and safety records and policies are in place and some contain sufficient detail. The child minder supervises the children closely and has adequate knowledge of safeguarding.

The premises are safe and well maintained and children have access to a suitable range of good quality resources to enrich their interests. Some necessary paperwork is in place and overall, the premises are secure.

The child minder is committed to providing a quality service that meets the needs of the children and their families. Although systems to monitor and review practice are not completed annually, the child minder recognises her strengths and some areas that need further work. These include, strengthening her paperwork and refreshing her training to ensure her knowledge is up to date. The child minder works well with parents to build quality partnerships and encourage a collaborative approach to their children's care.

Children actively make choices and decisions about their care and play. They discuss with the child minder what they would like to play with and select the resources they want to use to complete their artwork. After school, children decide if they want to go to the park or go back to the child minder's house. Children practise their Welsh language skills daily to help reinforce their knowledge of colours, counting and the alphabet. We heard children confidently share that not all the English alphabet is in Welsh. Although children feel safe to express their needs and ideas freely, a child-friendly complaints policy is still not in place as recommended at the last inspection in 2017.

Children feel safe and relaxed in the child minder's care. They happily chat about their day and answer questions confidently. During activities they eagerly talk about what they are making and show pride in their achievements when completed. Children have strong bonds with the child minder and her husband and thoroughly enjoy their company. They smile and eagerly share news with the child minder about their day and enjoy a "cwtch". We observed a child happily sit on the sofa with the child minder's husband completing jigsaws on an electronic device, chatting and laughing together throughout.

Children show good self-esteem and confidence, expressing how they really enjoy attending the child minders. They know the daily routines well, taking their coat and shoes off on arrival. Children sustain interest effectively and show pride in their achievements. While doing an animal word search a child expressed their excitement at finding the letters for 'Monkey'. *"I see it M, O, oh I don't see it as N is not present."* The child continued their search, *"I see it, it's right there, Oh I found it all by myself."* The child found the next word very quickly and on completion proudly waved the sheet for everyone to see. The child smiled broadly when praised, accepted the high five and said, *"Mummy will be so proud of all the work I have done."*

Children are motivated to learn and develop their independence successfully. During activities they persevere and are highly motivated to complete tasks. We observed a child carefully glue and place cotton wool balls to create their rabbit, describing how they were *"soft"* and *"fluffy"*. They talked about Chinese New Year and how this year they celebrate the rabbit and last year was the tiger. Good questioning and children's enthusiasm to extend their skills, nurtures their learning effectively. During the word search, *"What does that word say, it's a long word?"* *"Can you name the letters?"* helped a child spell and name 'envelope'.

Care and Development

Adequate

The child minder has a suitable awareness of how to keep children safe and healthy, but some improvements are required. Close supervision and good awareness of the risks to children during the school pick up, enables the child minder to keep children safe. We also saw the child minder take time to ensure children are secured in their car seats before travelling. Necessary health and safety policies and procedures are in place, but several, including safeguarding and lost child, require updating to reflect current legislation. The child minder's awareness of safeguarding and the Prevent Duty still require improvement. We also found that the child minder's computer is not always switched off when visitors attend, to promote confidentiality. However, she is aware of her responsibilities to report any child welfare concerns and is booked to attend additional training.

Children have easy access to a drink as their individual bottles are placed on the table. When a child started coughing, the child minder encouraged them to have a drink, which helped soothe their throat and stopped any further coughing. The child minder implements and encourages good hygiene practices by washing hands at appropriate times. However, increasing awareness and implementation of the infection control audit tool is yet to be addressed. The child minder takes account of children's likes and dislikes at mealtimes and introduces foods from other cultures, such as noodles during Chinese New Year.

The child minder adopts a positive approach to managing interactions with children. In line with her Behaviour Management Policy, the child minder nurtures children's self-esteem and confidence through frequent praise and encouragement. For example, "*You are so clever, that's great.*" The child minder has house rules in place that she discusses and agrees with the children, giving them ownership and a strong sense of belonging.

The child minder supports and encourages children's play, interests and development well. She readily encourages children to write their names on their work to practise their writing skills and fosters children's interest to learn by answering their questions. For example, asking the child minder what a word was in the word search, 'parade' and what it meant. The child minder introduces seasonal activities and those relevant to cultural celebrations and children's interests. We observed the child minder and children happily chat throughout the visit. They spoke about various topics, including different types of weather. After a child asked how snowballs are made and the child minder modelled one using cotton wool balls, they had great fun throwing 'cotton wool snowballs' across the room.

Environment**Adequate**

The child minder provides a clean and well-maintained environment where children can play safely and comfortably. Although the child minder demonstrates suitable awareness of risks to children, there are no risk assessments in place for the premises, each type of outing, travelling in the car or types of care she can provide. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The premises are secure as the child minder locks the main door and keeps the keys to hand. However, the key for the side gate is kept in a kitchen drawer so is not easily accessible should they need to exit quickly in the event of an emergency. Necessary insurance records are in place and a gas safety inspection was undertaken following the inspection.

Children benefit from ample space in which to play. The open-plan lounge and dining room allow children to play freely, sit and do activities at the table and be able to chat with the child minder throughout. A barn door on the entrance to the kitchen enables the child minder to supervise the children easily when preparing children's meals.

Children have access to good quality resources that reflect their interests. We observed books in both English and Welsh to support and encourage children's Welsh language skills. Some resources are kept in the understairs cupboard and children request what they wish to play with and are fully aware of what toys and resources are available to them.

Leadership and Management

Adequate

The child minder enjoys her job and works hard to provide a service that promotes children's needs and responds to parents' wishes. Necessary records are in place, including children's information, contracts with parents and systems to record children's attendance. Policies and procedures are available, but improvements are still needed as recommended at the last inspection in 2017. For example, safeguarding and special needs policies do not reflect current legislation and lost child and complaints policies, including a child-friendly complaints policy for older children, require updating or devising. The child minder has not registered her business with the Information Commissioners Office and is not consistent in notifying CIW of all changes to her service. Although the child minder is not routinely notifying CIW about changes to her service, following the inspection, she updated her statement of purpose to reflect these changes and other omissions.

Systems for monitoring the quality of care and all aspects of the service are inconsistent. As a result, not all issues identified at the last inspection in 2017 have been addressed. As part of the 2023 Self Assessment of Service Statement (SASS) the child minder sought feedback from children and parents about their care and the service they receive. Although an annual report about the quality of care has not always been completed since 2017, the child minder is using information gained from questionnaires to help inform her 2023 quality of care report. Children expressed what food they liked or disliked and what activities they particularly enjoyed. Parents told us they are, "*Very happy with the quality of care*" provided by the child minder and state she is, "*Absolutely amazing, she is genuinely brilliant.*" They comment, "*She takes care of the children really well, she is not just a child minder, she is like a nan.*"

The child minder manages her service adequately and is acutely aware of the need to improve her paperwork and attend additional training to update and refresh her knowledge. The child minder has recently completed first aid training, is booked to attend updated safeguarding training, and is committed to update food hygiene training when possible. Necessary security checks are in place for the child minder and her husband, and she monitors these to ensure they do not expire.

The child minder has established close partnerships with parents. Contracts to agree business arrangements and parental permissions are all in place to ensure children are cared for according to their parents' wishes. The child minder shares relevant records, policies and procedures with new parents. However, updates to the statement of purpose and policies and procedures are not always shared. Nevertheless, parents praise the daily communication about their children and value the support the child minder provides.

Recommendations to meet with the National Minimum Standards

- R1. Notify CIW of all changes to the setting and persons living at the address.
- R2. Ensure the statement of purpose is reviewed and updated routinely and shared with parents and CIW.
- R3. Review the Infection Control Audit Tool to ensure practice follows current guidance.
- R4. Ensure the business is registered with the Information Commissioners Office as required.
- R5. Review and update all policies, procedures and records to ensure they reflect current legislation and practice.
- R6. Ensure that systems are developed to monitor the service so that a review is completed annually, strengths and areas for improvement are identified and an action plan is put in place to address practice issues.
- R7. Ensure photographs of minded children on the laptop are not visible to visitors.
- R8. Increase awareness of safeguarding and the Prevent Duty.

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
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25	The child minder has not ensured that risk assessments are in place and that these cover all aspects of her service and practice.	New
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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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