



## Inspection Report

**Sarah Williams**

**Bargoed**



**Date Inspection Completed**

08/08/2023

## About the service

Type of care provided	Child Minder
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	12 December 2019
Is this a Flying Start service?	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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<u>Well-being</u>	<b>Adequate</b>
<u>Care and Development</u>	<b>Adequate</b>
<u>Environment</u>	<b>Poor</b>
<u>Leadership and Management</u>	<b>Poor</b>

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

### **Summary**

Children are very happy and feel safe in the child minder's care. They settle well and develop positive relationships with their friends, the child minder and her family members. Children are confident to express their ideas and opinions and make decisions about how they spend their time at the setting. Children progress well and are developing their independence.

The child minder delivers warm, nurturing care. She knows the children well, supports their development and enables them to follow their interests. The child minder has some policies, procedures, and documentation in place to support children's health and safety. However, improvements are required to ensure children are always kept safe and healthy.

The child minder provides a welcoming and friendly environment for children, where they can play and relax. Maintenance and safety checks for the home are up to date. The child minder has completed a few risk assessments. However, these do not include all risks or are followed consistently. Some emerging risks were identified which require the child minder to take immediate action.

The child minder offers a home from home service. She has a few basic policies, procedures and documentation in place to support the running of the setting. However, improvements are required to ensure they fully reflect current practice, regulations and ensure children and their families benefit from an improving service. The child minder has not ensured all household members over the age of sixteen years have an up-to-date disclosure and barring service check (DBS). Ensuring their suitability to be in the company of children. Parents spoke highly of the child minder and the service she provides.

**Well-being**

**Adequate**

Children have adequate opportunities to make choices and decisions. They move freely around the child minding home and choose from the many toys and activities available. Children are happy to express themselves, as they know their ideas and opinions are listened to. We heard children asking to go to the local park, which the child minder responded to positively.

Children are very happy and have lots of fun at the setting. They enjoy being in the company of the child minder and eagerly involve her in their play. Children form warm and affectionate relationships with the child minder, her family members and each other. We saw children giving each other hugs and asking others to join in their play. For example, children invited us to join in their games. Children know the setting routines well, which makes them feel secure, comfortable, and relaxed. For instance, a child was asked to take part in an activity. They confidently declined the offer, saying they wanted to play alone. Knowing their decision would be respected.

Children form friendships and interact well with each other. They play happily together, sharing plenty of smiles and laughter. Children are happy to share resources and take turns, occasional minor disagreements are quickly resolved. They enthusiastically play together, sharing and supporting each other to play a variety of games. Children enjoy the social occasion of mealtimes, they sit nicely together, chatting happily with each other and the child minder about their day.

Children clearly enjoy their play and benefit from a varied selection of play and learning opportunities. They are interested and fully involved in their activities. Children concentrate for an appropriate length of time in line with their age and stage of development. Children have daily opportunities to enjoy the outdoors and their local community. They play in the garden, enjoy walks, visit the local park, and attend a variety of events.

Children are beginning to develop their independence skills, enabling them to do things for themselves. For example, children wash their hands before mealtimes and are supported when needed to open and pack away their lunch boxes. Children are encouraged to help tidy up after play.

## Care and Development

**Adequate**

Overall, the child minder has adequate practices to keep children safe and healthy. There are a few basic policies and procedures which promote children's health and safety.

However, some of these do not always detail all procedures to be followed. For example, the pet policy does not include the infection control procedures being followed to ensure children are not exposed to dog waste. The child minder understands the process to follow should she have concerns about a child. She has undertaken child protection training. However, the safeguarding policy does not contain all the required details in line with the Wales safeguarding procedures. The child minder took immediate action to address the issue.

The child minder implements some procedures to support children when administering medication, along with recording, maintaining and reviewing some accident and incident records. However, not all the relevant information required is captured consistently. There are procedures in place to accurately record children's times of arrival and departure. Though, the child minder does not record when they provide care for family members who are under the age of twelve years. Making it unclear as to the number of children the child minder is caring for at any given time. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder does not provide food at mealtimes and asks parents to provide this. The child minder does provide children with a healthy snack. She takes basic measures to ensure the safety of any child who has allergies and intolerances. The child minder promotes some hygiene practices with the children. She encourages them to wash their hands before eating. However, she did not consistently follow good hygiene practices as she did not wipe work surfaces before food was served.

The child minder has a lovely manner with the children and delivers warm, nurturing care. She knows the children well and is considerate when meeting their individual needs. However, written records are not completed to outline any specific care requirements followed for children. Activities and outings are informally planned to support children's development and follow their interests. The child minder has a behaviour policy which requires updating to ensure it details all the procedures the child minder follows. The child minder implements a positive approach to guide children towards the behaviour expected. For example, we heard the child minder encourage and praise children frequently for their efforts and positive interactions, which helps promote their self-esteem and self-confidence.

## **Environment**

**Poor**

The child minder provides a secure environment, where children can play and relax. The child minder ensures maintenance checks for the home and appliances are up to date. Regular fire drill practices ensure children know how to leave the premises safely in the

event of an emergency. Records are kept but details such as specific dates and times are not always recorded.

The child minder has completed a few written risk assessments which identifies some potential risks within the home. They contain steps to be taken to reduce the risk. However, these do not include all identified risks and the steps to reduce them are not always followed. The child minder did not recognise potential emerging risks within the environment. For example, there were several potentially hazardous items accessible to children in the garden. Such as screen wash, household paint and unmarked bottles of fluid, which are all potentially hazardous if consumed. The child minder had not considered all potential hazards and had not assessed the situation appropriately. This is having an impact on children's health, safety and well-being; we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

The child minder provides a welcoming and friendly environment for children. It is light, bright, and has sufficient space for children to play and learn. Children have use of the family living room where they play and rest. Access to a downstairs bathroom promotes independent access for children. The kitchen is used for mealtimes, where children eat their food sat on stools at a raised worktop. Child safety gates are used to secure the child minders family dogs, who spends some of their time in the hallway between the bathroom and kitchen when not in the family living room with the children. Children have access to the garden which has a range of play equipment on offer such as a large trampoline, playhouse, and a sand tray.

There is a wide variety of age-appropriate toys and resources available. The child minder ensures equipment is suitable for the age range of children attending. The child minder makes sure toys and equipment are clean and in good repair. Toys and resources are generally well organised and accessible to children. They are stored on shelving units in concealed boxes at a level where children can independently access these items or ask for support.

## **Leadership and Management**

**Poor**

The child minder offers a home from home service to the children and parents who attend the setting. The statement of purpose does not reflect an accurate picture of the service available or provide parents with the relevant information about the setting, so they can make an informed choice. For example, the total number of children the child minder can care for at any one time should reflect their registration certificate. The child minder must

keep her statement of purpose up to date and inform Care Inspectorate Wales (CIW) of any revisions to the service. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder has a few basic policies and procedures to support the running of the setting. Several of the policies and procedures do not fully reflect current practice and regulations. For example, the complaints policy does not detail all the required information. Such as, the time scales to be followed when responding to a complaint. Contracts are in place and are signed and exchanged with parents prior to a child starting at the setting. Parents complete permission forms giving their consent for the child minder to carry out a range of activities. Such as, attending outings, and having contact with the family pet. However, these do not cover all elements of the service, such as having access to the trampoline in the garden.

The child minder has addressed a few of the several recommendations and non-compliances raised during the previous inspection. The child minder does not self-evaluate or plan for improvements on an annual basis, so children and their families do not always benefit from a consistent, improving service. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder has undertaken the mandatory training courses, such as, paediatric first aid. In addition, she has also attended further training in other areas. For example, promoting children's well-being which has extended her knowledge to be able to better support children in her care. The child minder has not ensured all household members over the age of sixteen years have up to date disclosure and barring service checks (DBS). Therefore, she cannot be confident all household members are suitable to be in the company of children, putting children at potential risk. We have therefore issued a priority action notice. The child minder must take immediate action to address this issue.

The child minder understands the importance of working in partnership with parents. Ensuring the children in her care receive the correct support to meet their individual needs. She mostly communicates with parents verbally and via social media platforms. Parents we spoke with were highly complementary about the child minder and the service she provides. Sharing how they feel reassured leaving their child in the care of the child minder as she knows them well. Expressing how their children are treated as extended family to her, offering a home from home service.

### 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
20	The child minder must ensure all members of the household over the age of 16 years have acquired an enhanced criminal certificate within the required timescale. The child minder must be satisfied all household members over the age of 16 years are suitable to be in the company of children in their care.	New
25	The child minder must ensure all reasonable measures have been taken to mitigate potential risks within the environment to safeguard children at the setting.	Not Achieved

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
30	The child minder must ensure all records are accurate and information is appropriately recorded. Medication and accident records must include the relevant detail and permissions. The child minder must ensure there is always a record of each child they provide care for at any given time.	New
16	The child minder must complete a review and write a report on an annual basis regarding the quality of care provided within their setting.	New
15	The child minder must compile a statement of purpose which contains all the required details as outlined in the child minding and day care (Wales) regulations 2010. The statement of purpose must be kept under review and shared with CIW when amendments are made.	New

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 10 - Healthcare	To ensure infection prevention control procedures are followed in line with guidance.
Standard 5 - Records	To ensure all children's individual care needs are appropriately recorded.
Standard 24 - Safety	To ensure fire drill log records are accurately recorded.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

## Best Practice

### Recommendation(s)

To ensure policies and procedures include all the required information and are put into practice.

To ensure parental consent is obtained regarding higher risk play equipment.

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** 28/09/2023