



Inspection Report

Kirsty Bell

Llanybydder



Date Inspection Completed

27/09/2023

About the service

Type of care provided	Child Minder
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	26 September 2017
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>	Adequate
<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 enjoy their time at the child minder's. They can choose what they play with and follow their interests. Children feel appropriately safe, happy, and comfortable in the child minder's care. They are content, settled and are beginning to form friendships with each other. They are developing positive relationships with the child minder. Children enjoy their play reasonably well and have some opportunities to develop and become independent.

Overall, the child minder understands and implements policies and procedures to promote safety for children. The child minder understands the behaviour management policy and implements positive strategies. She knows the children well and has sound knowledge of their needs.

The child minder has adequate policies in place and ensures the environment is suitably safe, secure, and well maintained. She provides a range of appropriate play and learning resources to ensure children have a variety of choice.

The child minder works appropriately to sustain her service. She is well organised and keeps required records, documents, and policies. The child minder has acted promptly regarding some recommendations discussed during the inspection.

Children speak or express themselves as they receive an appropriate response and have their needs met. For example, when a young child pointed towards their snack, more snack was provided. They have appropriate opportunities to make choices and decisions about what activities and resources they want to play with.

Children are confident communicators, using non-verbal gestures or asking questions and making requests. Children cope well with separation, and they are content and express enjoyment. For instance, when arriving at the setting, the children settled quickly, and one child proudly showed her sticker from school. They have a sense of belonging and strong bonds of affection. Children freely and confidently shared their resources and toys with the child minder.

Interactions between the children and child minder are positive. They receive support and reassurance and enjoy regular cuddles and comfort. Children listened to the child minders instructions and responded to her questions. They co-operate and share with each other. For instance, the younger child shared blueberries with an older child.

Children are engaged in their play and learning. They enjoy a reasonable selection of appropriate opportunities indoors, can relax, have quiet times, and have opportunities to spend time outdoors. Children take part in an activity; with support offered if needed, resulting in a reasonable feeling of achievement and self-esteem. For instance, children spent a fair amount of time engaged with small world play.

Children develop and learn adequately. They experience some age-appropriate opportunities that promote their all-round development and enable them to follow their own interests. Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. For example, children were encouraged to put rubbish in the bin and could go to the toilet, with support offered, if needed.

Care and Development

Adequate

The child minder understands and implements policies and procedures to promote safety for children. She recently attended a child protection course and is aware of her responsibilities to safeguard children, confidently answering safeguarding scenarios. The child minder has undertaken a refresher first aid training, has a food hygiene certificate in place and has already booked herself on to the next first aid course to ensure her training does not lapse. She has appropriate accident, incident, and medication records in place. However, she does not have an existing injury record in place. During the inspection, this was rectified, and an appropriate record was put in place. Overall, suitable cleaning and hygiene practices are in place. She encourages children to wash their hands after using the bathroom and described appropriate nappy changing practices. However, hand washing was not encouraged before eating.

The child minder acts as a good role model and responds consistently, listening to the children. The interactions are positive demonstrating warmth and kindness. For example, she spoke in a gentle, calming voice and would give warm cuddles when requested. The child minder understands the behaviour management policy and implements positive strategies. She engages with children at their level, often sitting on the floor with them. We saw them playing with small world toys together, working out different sizes and looking at which character matched which vehicle. The child minder offers consistent encouragement and praise. We heard her saying to children, "*well done*". The child minder supports children in their interactions and recognises achievements. For instance, she made a big fuss of the older child's sticker asking if she was able to display it on her wall, which the child proudly agreed to.

The child minder knows her children well and has knowledge of their needs. She keeps an adequate record of children's individual development. The child minder takes appropriate action to support children if they have any concerns including working with parents to highlight any issues. For example, she discusses any concerns with parents and signposts parents to other professionals if they need further support. Planning is child led, with the child minder following children's choices on what they would like to do, mostly engaging in free play. She uses some Welsh words and sign language to support children's understanding. The child minder offers a few opportunities to develop independence.

Environment**Adequate**

The child minder ensures that the environment is generally safe. Stair gates are situated on the kitchen door and at the bottom of the stairs. However, on the day of the inspection visit the blind chords were not secure. This was rectified immediately, and they were placed out of reach. She uses a visitors' book to sign people in and out of the premises. The child minder provides a clean, bright environment. She has developed appropriate risk assessments, which are reviewed regularly. Regular fire drills are undertaken and recorded, and heating checks are in place. Cleaning routines reflect suitable hygiene practices.

The child minder ensures the environment has sufficient indoor play space for children to move freely most of the time. Children moved from one room to another freely, spending some time, sitting quietly on the sofa with the child minder. The child minder explained that she ensures that she uses the outdoor space regularly or they visit a range of suitable places to allow children to explore the outside. For example, using the green outside her home to ride bikes or play ball games. The child minder organises the environment appropriately so that it provides a satisfactory range of play opportunities suitable for the age ranges cared for.

The child minder ensures that children can access appropriate quality and satisfactory variety of age-appropriate furniture, toys, and equipment. There is suitable equipment for the ages of the children who access the service. For example, prams, highchairs, child size table and chairs. The child minder ensured that there was a range of resources including creative, role play, language, and small world resources. There are sufficient resources to keep the children's interest, some of which are at low level for children to access. The child minder told us anything out of reach or stored away is provided to children at their request.

Leadership and Management

Adequate

The child minder is well organised and runs her service appropriately. She has an up-to-date satisfactory statement of purpose that reflects the service provided and meets the National Minimum Standards. The child minder has a range of policies in place, which reflect nearly all the service, and some have been reviewed recently. However, some policies had not been updated and there was no date for review. Since the inspection visit, the child minder has confirmed that all policies have been reviewed, updated and the date for review is recorded. The child minder has implemented all the recommendations from the last inspection. For example, she has ensured that there are individual towels or paper towels available for children to dry their hands and has developed a system for tracking children's development. Children have accurate and complete contracts, with a range of consent forms in place. However, some consent forms were not included. For example, there was no consent form for children being transported in the car or for contact with the pet dogs. Since the inspection visit, the child minder has developed consent forms for transporting children in the car and for contact with the pet dogs. The child minder has up to date certificates such as public liability insurance, and car documents.

The child minder reviews and evaluates her service. She has completed a recent quality of care review and produced a basic report. This includes parental views, some areas she wishes to improve and any issues which may delay the implementation of these improvements.

The child minder keeps up to date with mandatory training and other training opportunities that are on offer. For example, she completed an Essential Communication Skills course, as well as completing her Level 5 in Children's Care, Learning and Development in 2021. She keeps clear records of when she is minding children and records show she does not go over her registered maximum number of children.

The child minder ensures that communication and engagement systems with parents are adequate. She generally keeps parents informed through private messages, verbal communications, and pictures. As part of the inspection process, we gained feedback from parents using the service. Comments were very positive, including they get lots of information from the child minder, she answers any questions they have and deal with any concerns the parent may have.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
25	The child minder had not completed thorough risk assessments for all areas of her home and there were hazards present in the bathroom.	Achieved

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

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)
Develop consistent hygiene practises using guidance from the 'Infection Prevention and Control for Child Care Settings' document.

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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