



Inspection Report

Claire Shone

Connah`s Quay, Deeside



Date Inspection Completed

06/08/2024

Welsh Government © Crown copyright 2024.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	6 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.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Poor
<u>Environment</u>	Poor
<u>Leadership and Management</u>	Poor

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

Summary

Children have few opportunities to have a say in how they spend their time and some free choice as they move around the environment. Children are generally happy and settle well. They form a positive relationship with the child minder and enjoy playing alongside their friends. Children sometimes interact appropriately for their age and stage of development and have opportunities to be independent.

The child minder follows some appropriate procedures to keep children safe. However, attendance registers and fire drills are not completed. The child minder's interactions with children are generally kind and caring. However, effective interactions are limited, and opportunities to promote children's development are not made available or encouraged. The child minder provides limited appropriate activities for children.

The child minder implements some effective systems to keep children safe, however, risks are not always identified or managed appropriately. She provides appropriate space for the number of children attending. However, it does not always provide a clean, welcoming and suitable space for children to play. The child minder provides some suitable resources, however, these are not always stored appropriately or made available for children to access.

The child minder does not manage her setting well. This results in her not always meeting standards and failing to meet compliance with the same regulations as identified in her previous inspection. The child minder does not complete any self-assessments on her service or review the quality of care provided. She is unable to evidence her suitability or that of household members over the age of 16 to care or have contact with children. She shares some information with parents and carers, so they are kept informed.

Well-being

Adequate

Children are confident to communicate but have limited opportunities to express their interests due to the lack of appropriate activities. They freely express themselves, asking when they want a drink and if they can go outside to play. Children move around the environment with certainty, choosing from the limited activities available to them. They express themselves confidently as they ask the child minder if they can do certain activities during the day. For example, asking to visit the indoor play barn after their lunch.

Children are generally happy and settled. Most form a positive relationship with the child minder and enjoy playing alongside other children. They develop some feeling of being valued as they are praised for positive behaviour and some of their achievements. Children feel comfortable in their surroundings. They feel safe in the care of the child minder as they know the routines, helping them to understand what is happening during the day.

Children sometimes interact appropriately for their age and stage of development. Some children are aware of the rules and expectations and follow them effectively. They learn to be polite and well mannered, saying please and thank you at appropriate times. Some children learn respect and understand the needs of others as they use the space cooperatively and wait their turn, with some support from the child minder. For example, when waiting for their turn to go on the trampoline as they know only two are allowed at a time.

Children show some enjoyment as they play, however, sometimes they become disinterested and not engaged. This is due to the lack of appropriate interactions and available resources which would provide them with more opportunities to follow their interests. This results in children sometimes showing signs of boredom as they just stand and watch others. Children have limited opportunities to develop and learn appropriate skills for their age and stage of development as they are not encouraged, or supported to access appropriate resources.

Children have some opportunities to be independent. Their belongings are stored so they can be accessed when needed and they are supported and encouraged to use the toilet and wash their hands independently. Nearly all children who, are able to, independently feed themselves.

Care and Development

Poor

The child minder follows some effective policies and procedures to keep children safe. She has some understanding of the correct safeguarding procedure and what to do if she has concerns about a child but the policy available does not contain the required regulatory information. The child minder does not conduct regular fire drills, so children and the child minder may not be familiar with the procedure to follow in an emergency. While no immediate action is required, this is an area for improvement, and we expect the child minder to take action. The child minder cannot confirm which children are present on what day and during what times as she does not keep a register of their attendance. As a result, she was not able to evidence that she remains within the required adult: child ratios. We consider this to be serious matter and have therefore issued a priority action notice and expect the child minder to take immediate steps to address this and make improvements. The child minder is not able to evidence she would be able to deal with any accidents or incidents that may occur as she does not have up to date training in first aid, this had expired. While no immediate action is required, this is an area for improvement, and we expect the child minder to take action.

The child minder implements appropriate procedures to promote a healthy lifestyle. She encourages children to wash their hands at appropriate times and offers healthy snack and meal choices. For example, fruits for snack and wraps with a choice of fillings for lunch. She gives children regular opportunities to be active and get fresh air by allowing them access to the garden and arranging trips to local places of interest such as the park.

The child minder is kind and caring. However, effective interactions are limited and opportunities to promote development and encourage appropriate speech and language are not always effective. A few children received little appropriate stimulation or encouragement, leading to them becoming uninspired. The child minder praises children and celebrates their achievements appropriately, for example, when taking turns and helping each other during a game.

The child minder does not always provide suitable supervision or provision of care for children. She does not provide a suitable range of activities for the children to choose from to support their learning and development or keep them focused and engaged. Some children were not engaged or encouraged to take part in any activity. Storage of resources was not organised, and items were just thrown in boxes, which meant children could not see what was available or make choices about what they wanted to do. The child minder does not control the amount of time, content of television programmes or the use of media devices accessed by children. Children are able to access potentially inappropriate channels as they are allowed to use the media devices without supervision from the child minder, so the viewing content was not controlled. We consider these to be serious matters and have therefore issued a priority action notice and expect the child minder to take immediate steps to address them and make improvements.

Environment**Poor**

The child minder implements some effective systems to keep children safe. For example, locking external doors and using safety gates appropriately. The child minder completes risk assessments on places visited frequently, such as the local park and play centre. However, risk assessments on the environment are not completed resulting in hazards not being identified or managed effectively. For example, a large piece of thick material left on the concrete patio and a hose pipe left across the garden, were potential trip hazards and items were piled up behind and on the sofa in the living room used by the children. The child minder does not always consider or refer to the age ranges recommended by the manufacturers when children are using the trampoline and allowed children under the age of six to use the equipment. The child minder was unable to evidence safety checks such as the gas were completed in a timely manner to ensure it was safe. We consider these to be serious matters and have therefore issued a priority action notice and expect the child minder to take immediate steps to address them and make improvements.

The child minder provides a large enough space for children to play and the two main rooms available allow children to take part in activities. Some areas are untidy and the child minder has not ensured they are well maintained and clean. There was rubbish all over the garden and broken chairs and other resources stored where children played. This did not give the environment a welcoming feel. The garden is surrounded by secure fencing and gives children a space and opportunity to play outside. Some areas are not suitable for the children to access and therefore outside space is limited.

The child minder provides some suitable resources, however, these are not always stored appropriately or made available for children to access. Some resources are appropriate for the ages and stages of development of the children, such as beads and board games. However, children have limited access to areas of learning and resources that inspire their curiosity and allow them to follow their interests. Learning areas are not always set up to inspire and invite children to play and learn. For example, the wooden kitchen available had no resources to use in it and showed signs of wear and tear so it was not inspiring children to be imaginative. A few resources are appropriately maintained. However, some resources are broken and not able to be used. For example, the climbing frame and slide outside. We consider these to be serious matters and have therefore issued a priority action notice and expect the child minder to take immediate steps to address them and make improvements. Resources such as tables and chairs are suitable for the ages of the children and help to ensure they are comfortable.

Leadership and Management

Poor

The child minder does not manage her setting well. She does not show a good knowledge and understanding of the National Minimum Standards or The Child Minding and Day Care (Wales) Regulations 2016. This results in her not always meeting standards and failing to meet compliance with regulations. The child minder does not have a record of all the children's contact details or health needs, and she has not produced a suitable safeguarding policy to follow. We consider these to be serious matters and have therefore issued priority action notices and expect the child minder to take immediate steps to address them and make improvements. The child minder doesn't have a suitable statement of purpose which allows parents to make an informed decision whether she provides the appropriate care and service for their child. While no immediate action is required, this is an area for improvement, and we expect the child minder to take action.

The child minder does not complete any self-assessments on her service or review the quality of care provided. She does not have any arrangements in place to produce a report that identifies things that are done well, or issues that need developing. Therefore, improvements are not identified or implemented. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder is unable to evidence her suitability or that of household members over the age of 16 to care or have contact with children. No up-to-date Disclosure and Barring Service checks (DBS) had been updated. We consider this to be serious matter and have therefore issued priority action notices and expect the child minder to take immediate steps to address them and make improvements. The child minder does not ensure she keeps up to date with required training to ensure she has the knowledge and understanding needed to effectively care for children. For example, she had not updated her safeguarding, first aid or food hygiene training.

The child minder has links with local child minders which gives her some support and allows information to be shared and opportunities for social experiences as they meet up and allow children to play together. She shares some information with parents and carers to keep them informed about their child's day and experiences. She speaks to them when dropping off and collecting their child and shares photos and information electronically.

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
30	The child minder must ensure they maintain relevant records of children's attendance and required children's details.	New
6	The child minder must ensure they can evidence their suitability to care for children by having an up-to-date enhanced Disclosure and Barring Service Check (DBS).	New
20	The child minder must ensure they provide care in such a way as to promote and make proper provision for their care, education and supervision.	New
20	The child minder must ensure they can evidence any persons over the age of 16 is suitable to have contact with the children.	New

25	The child minder must ensure all parts of the premises are, as far as reasonably practicable, free from hazards, any activities are free from avoidable risks and unnecessary risks to health and safety are identified and so far as possible, eliminated.	New
	Regulation 6 (3) (a) (i) The child minder must provide the Welsh Ministers an enhanced criminal record certificate and the application for that certificate and the application for that certificate, which is countersigned by the Welsh Ministers.	Achieved
	Regulation 20 4 (a) The child minder must confirm to the Welsh ministers that in respect of each person who has attained the age of 16 and who lives on the premises an enhanced criminal record certificate has been issued.	Achieved
	Regulation 24 (2) (b) The child minder must ensure that at all times at least one person caring for relevant children has a suitable first aid qualification.	Achieved
	Regulation 6 (3) (a) (i) the child minder's DBS expired 8 months prior to inspection.	Achieved
	Regulation 25 (c) the child minder did not ensure unnecessary risks to the health and safety of children are identified and so far as possible eliminated.	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.

Area(s) for Improvement		
Regulation	Summary	Status
24	The child minder must ensure she has a suitable first aid qualification.	New
22	The child minder must ensure she has completed safeguarding training and has a suitable policy in place.	New

16	The child minder must ensure she makes suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children.	New
15	The child minder must ensure she compiles a suitable statement of purpose in relation to her child minding service.	New
38	The child minder must ensure she conducts regular fire drills with the children.	New
	Regulation 30 (1) (a) the child minder must maintain and whilst relevant children are being cared for by the child minder, keep at the relevant premises, records in relation to the matters in Schedule 3.	Achieved
	Regulation 16 (1) the child minder had not reviewed her service nor had she completed an annual quality of care report.	Achieved
	Regulation 22 (1) (a) the child minder must implement her safeguarding policy which is intended to safeguard relevant children from abuse or neglect.	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)

To ensure food hygiene training is completed and kept up to date.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 06/09/2024