



Inspection Report

Hilary Walters

Llantwit Major



Date Inspection Completed

25/07/2024

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About the service

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

<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 are content and settled with the child minder. They have formed warm relationships with the child minder, which helps them feel safe and valued. Children can make some choices about how they spend their time, and they are confident in their environment. Opportunities for children to develop skills are sufficiently supported.

The child minder has a wealth of experience in the role but has not been proactive in keeping her knowledge updated by completing appropriate training courses. She is responsive to children's needs and creates a positive atmosphere whereby children feel valued. She has policies and procedures in place that in the main, support her to promote children's health and safety. She is reviewing these and developing some further.

The child minder uses areas of her premises to provide a homely and safe environment for children. She has plenty of sufficient resources that provide children with suitable play opportunities. The child minder provides enough space so that children can take part in numerous activities, including parts of the front and rear garden. She is knowledgeable about health and safety matters and has basic written documentation demonstrating how she minimises risks to children.

The child minder does not manage all areas of her setting effectively, and as a result, not all regulations and national minimum standards (NMS) have been met. The child minder is committed to making ongoing improvements. She reviews her setting annually, but this has not been successful in keeping her up to date with changes to legislation and childcare practice. She has developed good partnerships with parents, many of whom have used her setting for a long time.

Well-being**Adequate**

Children make choices and enjoy the time they spend at the child minder's home. They are confident to speak up and make their needs and wishes known, and all forms of communication are respected. They have opportunities to follow their play interests and to make decisions and choices about what they like to do. For example, a child gestured to a frame to put balls in, and the child minder acknowledged their non-verbal communication and joined them, watching the direction the balls went and laughing.

Children are content and settled. They have developed secure relationships with the child minder and are confident to approach her for help or comfort. Children enjoy their play and concentrate on activities for an appropriate amount of time. For example, they chose a book and sat with the child minder turning the pages and pointing at the pictures, attempting to say words. Children were active and curious throughout the inspection. They moved freely around their play space, interacting with toys that the child minder had set out. They spent an extended period playing with colourful plastic construction blocks and figures, building with them, counting and learning about colours.

Children have opportunities to develop new skills and to practice some independence. They are given time and space to select their own toys and follow their own interests, supported by the child minder when required. Children show confidence in looking through resources, picking out toys and moving happily from one play activity to another. They sit at a table for lunch and are successfully learning skills to eat their food independently.

Care and Development

Adequate

The child minder is very experienced and has a long-standing understanding of childcare matters that helps her to provide appropriate care for children. However, she has not been proactive in undertaking training over recent years and as a result we found that she had not kept the required training certificates in first aid, safeguarding or food hygiene updated. This is a serious matter, but we have not issued a priority action notice on this occasion, we have noted the matter as an area for improvement because the child minder took prompt action and booked on the first available courses. Although she is confident in the process to follow should she have any concerns of a safeguarding nature, the safeguarding policy does not record sufficient detail about the procedure and has not been updated to reflect the Wales Safeguarding Procedures. She has other policies that show how she provides appropriate care for all children, such as additional learning needs and the administration of medication. She has not updated these for some time, and many require updating in line with current legislation and guidance. The child minder follows good hygiene routines to help minimise the spread of germs, including hand washing before preparing food and after nappy changing. The child minder stores and serves food appropriately and reminds children to drink their water to keep hydrated. She provides regular opportunities for children's physical development. For example, outside play in the garden and daily walks in the local area.

The child minder is nurturing and cares for children in a kind and warm manner. She engages positively with the children and respects what they say. She knows the children well and recognises when they are becoming bored of a toy, hungry or tired. She has a basic behaviour management policy outlining how she promotes the use of positive strategies. The child minder effectively engages children in their chosen play and supports them to sustain interest in their play and develop new skills. For example, they learn about animals, and concepts such as 'big and small', as they play. She gives children positive feedback, praise, and encouragement for their efforts, promoting their self-esteem. The child minder adopts a positive, calm, and direct approach with the children, so that they understand what is expected of them.

The child minder has developed particularly good relationships with the children and families and knows the children very well. She communicates appropriately with parents to keep her understanding of their needs up to date. The child minder monitors children's development and keeps basic notes in her daily diary that she shares with parents, but this is not well established. She provides play opportunities and resources that effectively meet children's needs and are interesting and fun. The child minder provides minimal care hours and plans varied activities for the hours children are present. She naturally promotes children's learning as they play. For example, as they look at cars, they count them as they link them together. She is patient and joins in with their play to support and extend their learning. For example, looking at the pictures in a book and repeating words so they gain an understanding of how to say words correctly.

Environment**Adequate**

The child minder ensures the environment is mainly safe, secure, and appropriately maintained. She spoke confidently about the measures in place to keep children safe and secure and has developed basic written risk assessments. She performs daily visual risk assessments and confirms that children are supervised at all times. She maintains the premises appropriately and certification shows that the gas system has been serviced in the last year. There is a fire evacuation policy in place that states that regular fire drills will be practiced. However, she has not carried out a fire evacuation drill for a very long time. We have not issued a priority action notice on this occasion, but we have noted the matter as an area for improvement, as the child minder agreed to address this matter as a priority.

The child minder's home is warm and welcoming. There is sufficient space for children to move around freely and lead their own play. She uses one room that has been set up with toys and equipment suitable for the ages and length of time children are currently cared for. The child minder provides easily accessible facilities for toileting and appropriate nappy changing facilities. She has suitable eating facilities which are located in the kitchen. The child minder sits with children and provides close supervision as they eat or do messy activities. The child minder provides flexible sleeping arrangements which are agreed with parents and on the occasions a child needs a nap, they are usually on a walk so sleep in a pushchair.

The child minder has an appropriate range of resources and equipment that are suitable for the children currently cared for. She stores resources and play equipment in cupboards, bookshelves and low-level boxes in the lounge. She has many readily accessible resources such as a construction blocks and cars and she provides children with many opportunities to choose what they want to play with from items they cannot directly access. The child minder has some resources such as books and small world figures, which reflect the Welsh language and a diverse society. The environment supports children to develop their independence and enables them to learn through play.

Leadership and Management

Adequate

The child minder is committed to operating an improving service but recognises that the paperwork side of the business is not a strength. She is committed to making identified improvements required to documentation and policies to ensure the setting meets the regulations and NMS. She has a statement of purpose that has been reviewed and accurately outlines what the setting provides, allowing parents to make an informed choice about the suitability for their child. She maintains daily records appropriately, for example, attendance registers, but records such as accidents and incidents have not been completed recently and historical records do not provide a sufficient account of any issues. The child minder has a brief policy regarding confidentiality and data protection, but the setting is not registered with the Information Commissioner's Office.

The child minder has a basic process in place to review the quality of the setting. This has helped her to identify some areas that require improving but it has not been successful in keeping her up to date with current training, information and legislation. She asks for the views of children and parents as part of her review, using their feedback to ensure she meets the needs of the children. The child minder produces a brief report of her annual review, which includes an action plan of what she needs to achieve. She is committed to making improvements and has made some progress to achieve these during this inspection.

The child minder does not employ a child minding assistant and works alone. She organises her day well, to meet the needs of the children she cares for. The child minder has identified a person that she can call on should an emergency arise. She keeps her Disclosure and Barring Service (DBS) checks updated appropriately.

The child minder understands the importance of working in partnership with parents to ensure children receive the support required to meet their individual needs. She agrees a contract with parents and gathers useful information about children's individual needs, preferences, and routines before they start. The child minder keeps parents updated about their child's day by sending photos securely, and providing verbal information when parents collect their children.

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.

Area(s) for Improvement

Regulation	Summary	Status
38	The child minder has not practiced fire drills at	New

	suitable intervals.	
24	The child minder has not ensured that she has an appropriate first aid certificate	New
25	Regulation 25	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)
Standard 20 - Child protection	The child minder must expand the child protection policy to include all information outlined in Regulation 22 and reference current legislation.
Standard 18 - Quality assurance	The child minder should ensure the annual review of the setting is suitably robust to support them to effectively identify any improvements that are required to keep setting up to date with current practices.

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)
The child minder must ensure that appropriate safeguarding training and food hygiene training are undertaken every three years.
The child minder should carry out a review of all policies and procedures to ensure they contain the most up to date information and reflect current legislation.
The child minder should consider if the setting is required to be registered with the Information Commissioner's Office.
The child minder should monitor the effectiveness of changes that have been implemented as a result of this inspection.

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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Date Published 03/09/2024