



Inspection Report

Sarah James

Newport



Date Inspection Completed

10/04/2024

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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	17 January 2024
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>	Poor

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

Summary

Overall, children are happy and settled. They have good relationships with the child minder and her assistants and interact positively with each other. Children are confident to make decisions about their play. They know that they will be listened to and their choices respected.

The child minder understands her role to keep children safe and healthy. She and her assistants have warm relationships with the children in their care. They manage behaviour and sometimes supervise children appropriately. They provide a range of activities suitable for children of different ages.

The child minder has made significant improvements to her environment and she is now compliant with regulations. She has appropriate procedures in place to ensure it is safe and comfortable for children. The child minder provides an adequate range of resources to interest the children attending.

The child minder has policies and procedures in place to run her service and has made some improvements following our last inspection. However, further improvements in safeguarding procedures and staffing are required to ensure compliance with the regulations.

Well-being

Adequate

Children are happy and enjoy their time at the setting. They move freely around the resources selecting items that interest them. They use early speech to share their ideas such as “*roar*” to tell the child minder and their friends the noise dinosaurs make. Children are confident to communicate their thoughts and ideas, as they know they are listened to and all their attempts to communicate are valued. If they don’t wish to eat with the other children, the child minder respects this and ensures opportunity for them to eat when they prefer. Older children approach the child minder and her assistants to show what they are playing with and express their ideas with developed speech.

Children develop trusting relationships with each other, and with the child minder and her assistants. They share hugs and smiles, showing warmth and affection. Children welcome their friends on arriving at the setting. Those who are new to the setting gain confidence from reassurance and encouragement from the child minder as they know she understands their needs. For example, she identifies the toys a nervous child likes and quickly provides these to make them feel at home.

Children behave kindly and considerately at the setting. They engage the child minder and her assistants in their play and happily show them what they have done whilst responding thoughtfully to ideas. For example, they show assistants what they have made in play dough and hide objects in it following an assistant’s suggestion. Younger children enjoy copying the actions of older children to involve themselves in their play. They giggle together as they play under a blanket or with the play dough.

Children are content with the resources and activities available to them. They use resources in a way that interests them, such as rolling vehicles in play dough to make tracks. Children engage thoughtfully with adult-led activities such as finding spring animals in shredded paper and collecting coloured rice in small baskets. Children concentrate for a length of time appropriate to their age.

Children are familiar with the routines of their visits to the child minder’s home. They help to tidy up resources as they know where resources belong and they can put them away appropriately. Some children have water bottles available to them through the day and they access these independently. Children listen to the child minder as she reads an animal story and they chat together about their own pets. Older children are developing their independence through feeding themselves at snack and lunchtimes.

Care and Development

Adequate

The child minder implements procedures to meet children's care, safety and well-being needs. She demonstrates some hygiene and infection control measures such as washing children's hands before eating. The child minder holds medical information for children and ensures she is trained to administer medication if required. She changes nappies in a manner that ensures children's privacy and dignity. The child minder and her assistants have paediatric first aid certificates and an appropriate first aid box is available in the home. The child minder completes accident, incident and pre-existing injury forms and ensures parents confirm receipt. She has a clear medicine policy and system of recording administration if asked to do so. On the day of our visit, children did not spend any time outdoors, but the child minder told us she takes them out to parks regularly for fresh air. The child minder records the attendance of children but in the form of expected times rather than actual attendance times. She does not record the presence of her own and family members' children in the home or include them in ratios.

The child minder and her assistants are caring and interact well with the children attending the setting. The child minder has an appropriate behaviour management policy in place and she explains the impact of actions to develop children's understanding. The child minder and her assistants engage positively with children through playing games that interest them. For example, an assistant hunted for animals a child had hidden in the play dough. The child minder and her assistants show interest in the children and chat about films the children enjoy and the time they spend at home with their families.

The child minder provides an adequate range of activities to interest children, based around themes, although she doesn't formally record this. She encourages children to engage with these and the free-choice resources in a way that they wish. The child minder takes children to soft play and playgroups several times a week to provide opportunity for active play and to socialise with other children. She has recently put a system for recording children's development in place, with links to the Curriculum for Wales made effectively.

Environment

Adequate

The child minder has made considerable improvements to her home since our last inspection and it is now compliant with regulations in this area. She has removed hazards identified and now has suitable systems in place to ensure prompt identification and addressing of emerging risks. She has reviewed risk assessments and carries out daily checks of the home. The child minder's rear garden is not accessed by children, but she has identified how to make this safe for children once the weather improves. She also has plans to change the space to make it suitable for year round play. The child minder has appropriate emergency procedures in place and ensures external doors are secure from unwanted entry or exit. The child minder's dogs have sole use of an outdoor area to the front of the house, sectioned off with a fence. She has a visitors' book but does not record the presence of all visitors to her home during minding hours. The child minder and her assistants supervise children to prevent access to higher risk areas of the home. The child minder stores hazardous substances securely and disposes of rubbish appropriately. She has ensured the boiler has been serviced and public liability insurance is in place. She tests smoke alarms regularly and conducts regular fire drills to ensure children are familiar with the sound and know how to exit the home safely; she records these appropriately.

The child minder uses her lounge for play and mealtimes. Children have the use of comfortable low settees and child-sized table and chairs. However, there were not enough chairs available for all children to sit at the same time. Younger children sleep on the settees with supervision from the child minder or her assistants. The child minder advised she provides blankets that she washes each evening. Children have access to the family bathroom which is equipped with soap, a potty and a toddler seat. However, there were no facilities for drying hands in the bathroom.

The child minder has arranged resources suitably. They are stored in low units with clearly labelled drawers to ensure children know what is available for them to use and they can access them independently. Resources are age-appropriate and meet the interests of the children attending. There are some items to engage children's senses, such as musical instruments, and a range of arts and crafts materials to allow develop children's creative skills.

The child minder has reviewed her policies and procedures; however, she does not record the date of review. She has a statement of purpose that contains some details about what the setting offers but some required information was missing. The child minder ensures her car has valid insurance, tax and MOT. Further detail is required in her lost and missing child policies to ensure procedures fully safeguard children. Since our last visit the child minder has made some improvements to her safeguarding policy but further review of this is required as it does not set out procedures and obligations for her child minding assistants. As a result, not all assistants are aware of their responsibilities to safeguard children. This is placing children's health and well-being at risk and we have therefore reissued a priority action notice. The child minder must take immediate action to address this issue. The child minder holds some information about children, but some required details were not held for several children. This is an area for improvement, and we expect the provider to take action.

The child minder has recently carried out a quality of care review. She gathered the views of parents using the service and reflected effectively on the care she provides. She has an appropriate complaints procedure in place.

The child minder has ensured Care Inspectorate Wales are formally notified of all household members aged 16 and over and has obtained a DBS certificate for them. Since our last inspection, she has appointed 2 child minding assistants. The child minder has ensured they have DBS certificates and they have undertaken mandatory training. However, she did not hold the required information for either assistant. This is an area for improvement, and we expect the provider to take action. Additionally, the child minder did not have a system of supervision and appraisal in place to ensure her assistants have opportunities to reflect on their practise, raise concerns and support their professional development. This is an area for improvement, and we expect the provider to take action. While at the setting, the child minder works effectively with her assistants to care for children appropriately. However, she was not aware of required ratios and did not ensure her assistant was in ratio when she left the home to do the school run. This is an area for improvement, and we expect the provider to take action.

The child minder gathers feedback from parents. This was positive and reflected a strong working relationship between them. The child minder uses advisory bodies effectively to gain advice and guidance to strengthen her practise and management of her setting.

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
20	The child minder must ensure that her safeguarding, lost child and missing child policies set out clear procedures for staff to follow and that required ratios are maintained at all times.	Not Achieved
25	The child minder must ensure her premises are free from hazards and risks to children's safety.	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
28	The provider must ensure the required information is held for all child minding assistants.	New
29	The provider must put appropriate staff supervision, appraisal and disciplinary procedures in place.	New
30	The provider must ensure that all required information is obtained and held for all children.	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 22 - Environment	Ensure children have access to appropriate hand drying towels in the bathroom.
Standard 23 - Equipment	Ensure there are enough seats for all children to sit at the activity / dining table.
Standard 5 - Records	Record the arrival and departure times of children.
Standard 5 - Records	Record the attendance of all visitors to the home during minding hours.
Standard 7 - Opportunities for play and learning	Plan a range of activities to aid children's skills development.
Standard 1 - Information	Review the statement of purpose to ensure it holds all required information.

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)

Review all policies and note dates of review.

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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