



## Inspection Report

**Sunita Singh-Landa**

**Penarth**



**Date Inspection Completed**

12/03/2024

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## About the service

Type of care provided	Child Minder
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	18 January 2023
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>	<b>Adequate</b>
<u>Care and Development</u>	<b>Adequate</b>
<u>Environment</u>	<b>Adequate</b>
<u>Leadership and Management</u>	<b>Adequate</b>

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

### **Summary**

Children are settled, happy, and comfortable in the care of the child minder. They have adequate opportunities to make choices and decisions about what affects them. Children interact well with the child minder and engage suitably in activities.

The child minder has an adequate understanding of her responsibilities to protect children. She praises children for their efforts and uses positive reinforcement. The child minder provides children with suitable play and learning opportunities.

The child minder has adequate systems in place to keep the environment safe and secure. Overall, the facilities are clean and appropriately well maintained. The child minder ensures children have access to an adequate range of equipment, toys and play materials.

We, Care Inspectorate Wales, (CIW) recognise some improvements within leadership and management and have closed previous non-compliance. However, the child minder is not consistent in managing her service and we have noted two new Areas for Improvement. The child minder must develop her practice to recognise and address issues independently of CIW. There are several recommendations noted at the end of the report.

## Well-being

## Adequate

Children have adequate opportunities to make choices and decisions about what affects them. For example, when choosing what they would like for lunch and deciding what resources they would like to play with. Children are confident to ask questions and receive appropriate responses. For example, when decorating an Easter bag with stickers, a child asked, *"I want a carrot"* and was given a carrot sticker.

Children are settled, happy, and comfortable. They engage in activities of their choice, happily talking about their family and engaging in conversations about their after-school activities. Children co-operate with the child minder and listen to instructions well, interactions are positive.

Children are comfortable in the child minder's home. They have a strong relationship with the child minder. They interact, laugh, and sing whilst playing and engaging with one another. Children have a sense of belonging and are familiar with routines.

Children show interest and engagement in their play and learning. For example, children enjoy small world play and recognise colours in craft activities. They are developing their fine motor skills well, competently colouring pictures. Children play appropriately with the resources available and respond suitably to the child minder.

Children have adequate opportunities to develop their independence skills, enabling them to do some things for themselves successfully. Children remove their own shoes on entry to the home. They access the downstairs bathroom and wash hands independently. Children access craft materials independently and competently, taking pen lids on and off. They ask for help, when required, for example, when needing support to open a yoghurt at lunch time.

## Care and Development

Adequate

The child minder has an adequate understanding of her responsibilities to protect children. She has a range of policies in place, some of which have undergone review. However, some require further development. The child minder has current training certificates in place for paediatric first aid and child protection. She has completed food hygiene training since the inspection visit. The child minder completes relevant documentation regarding for most children in her care. At the inspection, not all records were complete, but the childminder has since provided assurances that all documentation is now in place. The child minder encourages children to wash their hands before meals, with a poster in the bathroom as a prompt. She ensures tables are wiped with antibacterial wipes prior to meals being served and regularly washes her hands. The child minder provides adequate snacks and meals to children. There are accident, incident, and medication forms readily available in children's files, but the child minder has confirmed she has not needed to complete any recently. The child minder notes and records relevant information in her daily diary.

The child minder promotes positive interactions and implements her basic behaviour management policy, praising children regularly. We heard her say, "*you're doing so good*" and "*good girl*" whilst taking part in activities. The child minder is sensitive to the needs of the children, recognising if they are a little shy, offering cuddles, comfort, and reassurance. She knows the children well and discusses their day in school as well as planned after school activities with interest.

The child minder provides children with suitable play and learning opportunities. She plans activities around themes, such as Easter and spring. Plans are in place for the children to engage in spring planting activities and Easter craft. Children engage in craft, decorating a bag with stickers and mark making. The child minder supports children in recognising shapes and colours whilst mark making. She has sufficient understanding of children's development and recognises the milestones they achieve. She keeps adequate development plans to review and plan next steps for younger children. The child minder has limited knowledge on the curriculum for Wales and intends to develop this further. She has recently added information posters about the curriculum in the playroom. Although the child minder recognises each child as individuals, she had limited understanding of the Additional Learning Needs (ALN) code. She does not have a policy in relation to this and has not undertaken training in relation to her role and responsibility in supporting children with ALN. Following the inspection visit, the child minder has developed a basic ALN policy and has arranged a support visit from the local authority in relation to her role in ALN.

**Environment****Adequate**

Overall, the child minder has sufficient systems in place to keep the environment safe and secure. She ensures safety gates and locks in place, where appropriate. Facilities are clean and generally suitably maintained. A recent gas appliance check was not complete. Following the inspection visit, gas service checks were undertaken. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder completes basic risk assessments for the house and told us she undertakes daily visual checks on the premises. Basic written risk assessments are in place for outings and regular playgroups. However, risk assessments require further detail and regular reviews must be recorded. Regular fire drills and tests are complete with basic information kept. The child minder supervises children adequately and knows the difference between acceptable and unacceptable risks for the age group of children she cares for. For example, ensuring small building blocks are not accessible when young children attend.

The child minder provides a dedicated playroom at the rear of the house for minding. A downstairs bathroom is accessible through the kitchen. The rooms are bright and comfortable. She provides children with an adequate range of toys and play materials. The indoor premises is welcoming and child friendly, with sufficient space for children to play and rest. The child minder confirmed children do not use the garden, but they regularly access local parks and attend outings. The front room and rear conservatory area is not used for child minding at present.

The child minder ensures children have access to furniture, equipment and toys that are appropriate for their age, needs and stage of development. These include small world, building blocks, and role play resources. The child minder provides some toys and equipment that promote diversity. She has recently purchased new equipment to link to the current theme and children's interests, for example, books, arts and craft materials.

## Leadership and Management

**Adequate**

Leadership and management of the setting is adequate. The child minder has made improvements following the last inspection but does not consistently maintain compliance or recognise failings independently. We have now closed Priority Action Notices issued at the previous inspection. However, we have noted further areas for improvement and recommendations. The child minder must sustain and continue to improve the leadership and management of her service.

The child minder does not consistently work in line with her statement of purpose. For example, exceeding the number of children she can care for, maintaining up-to-date MOT and public liability insurance. Following our inspection visit, the child minder has taken prompt action to rectify the issues. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

A recent review of the quality of care provided has been undertaken by the child minder, alongside the submission of Self-Assessment of Service Statement (SASS). The report is very basic and does not consider parent and children's views. Through discussion with the child minder, it is clear she has made improvements and recognises areas she wants to develop. For example, seeking grant funding to develop the garden, however, this is not reflected within the review.

The child minder now ensures all household members over the age of 16 have Disclosure and Barring Service (DBS) certificates in place and has informed CIW of all current household members. The child minder keeps accurate registers for children attending, and on occasions has noted when household members are present, although this has not been maintained consistently. The child minder now has current public liability insurance, car insurance and MOT. She is registered with the Information Commissioner's Office (ICO).

The child minder is developing suitable relationships with other professionals. She has strong networks with other local child minders and links with the local authority family information service. The child minder promotes positive partnerships with parents. She keeps parents up to date regularly, using verbal communication during drop off or pick up, and through private and group messages.



### 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
N/A	No non-compliance of this type was identified at this inspection	N/A
20	The registered person has failed to ensure children's welfare is safeguarded. Ensure proper provision is made to safeguard and promote children's welfare at all times.	Achieved
31	The registered person has failed to notify Care Inspectorate Wales of changes to her service within given timescales. They need to ensure they are aware of the requirements to notify Care Inspectorate Wales of changes to the service, and within the correct timescales.	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
15	The registered person does not consistently operate in line with her statement of purpose.	New
25	The registered person must ensure gas safety checks remain current at all times.	New
16	The registered person has not established a system to monitor and review the quality of care offered, or completed a subsequent report. Ensure an effective quality of care review is undertaken annually and report produced.	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 5 - Records	Ensure all children's records and registers are fully complete and accurately maintained
Standard 4 - Meeting individual needs	Develop knowledge and understanding of Additional Learning Needs (ALN) and the expectations on providers in supporting children with ALN
Standard 22 - Environment	Ensure risk assessments are thorough and are reviewed regularly
Standard 18 - Quality assurance	Develop Quality of Care report to be more effective

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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