



Inspection Report

Jacqueline Cooper

Swansea



Date Inspection Completed

08/07/2024

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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	20 June 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>	Good
<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 settled, happy, and comfortable in the care of the child minder. They have suitable opportunities to make choices and decisions about what affects them. Children interact well with the child minder.

The child minder has a suitable 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.

Overall, the child minder provides a safe and secure environment. 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.

The child minder runs her service suitably, making improvements following her last inspection. She meets nearly all the regulations and national minimum standards. The child minder has acted promptly following our visit to implement changes at her setting. We have noted several recommendations at the end of the report.

Well-being

Good

Children have suitable opportunities to make choices and decisions about what affects them. For example, they choose which resources they would like to play with. If something is out of reach, they ask, and the equipment is given to them. Children assertively ask for the “*spider man plate*” and confidently say what they would like for lunch, commenting “*I love crackers*” when eating.

Children are settled, happy, and comfortable. They engage in activities of their choice, happily choosing their favourite activity such as small world or role play. Children talk about their family and pets, engaging in meaningful conversations with the child minder. They co-operate well, listening to instructions and engaging in positive interactions.

Children are comfortable in the child minder’s home. They have a strong relationship with her. Children sing whilst engaging in activities. For example, whilst trying a sun hat on, they sing an impromptu song of “*the sun has got his hat on*”. Children have a strong sense of belonging and are familiar with routines. They have their own name pegs with a chalk portrait in the hallway for their belongings, as well as their own slippers.

Children show interest and engagement in their play and learning. For example, exploring the doctors set and engaging in role play, checking the doll’s heartbeat, and cleaning their teeth. Children recognise numbers and colours when engaging in art and craft activities. They play appropriately with the resources available and respond well to the child minder.

Children are developing their independence skills well. They remove their own shoes coming into the home and independently put their slippers on. Children use the downstairs bathroom and wash hands independently, or with help if needed. Children access equipment, which is mostly available to them, and help to tidy up.

Care and Development

Adequate

The child minder has a suitable understanding of her responsibilities to protect children. She has a range of policies in place. However, some require development and others need to reflect Welsh legislation and practices. Following the inspection visit, she has developed and implemented a basic safeguarding policy. The child minder has current training certificates in place for paediatric first aid and child protection. Following the inspection visit, she has sought advice to undertake food safety training and booked onto a higher-level child protection course. The child minder completes relevant documentation regarding children in her care. There are accident and medication forms readily available in children's files. A variety of consent forms are in place and completed prior to any trips. The child minder encourages children to wash their hands before meals, and after using the toilet. The child minder provides adequate healthy snacks and meals to children. She has experience of supporting children with dietary needs and allergies, with suitable systems in place.

The child minder promotes positive interactions and praises children regularly. We heard her say, *"well done"*, *"that's good colouring"* and *"you are clever"* whilst taking part in activities. She supports children, asking if they would like help regularly. The child minder informed us she has 'helper' badges for children. She prompts children to use their manners and reminds them of house rules. For example, sitting properly whilst eating and reminding children how to get off the stool safely. The child minder knows the children well. She is sensitive to their needs, recognising when they are tired and in need of a rest. We saw the child minder discuss recent events and talk about children's family pets. She involves children in conversation at mealtimes promoting a social and interactive time.

The child minder provides children with suitable play and learning opportunities, most of the children's day is child led. Due to the age of the children attending, the child minder does not record individual development. Children engage in free play, with some adult support, if required. We saw children interact with role play, and mark making opportunities. The child minder supports children whilst mark making, extending children's learning whilst recognising colours in both English and Welsh. The child minder distinguishes each child as individuals. She works in partnership to support families and signpost them to seek further help if needed.

Environment**Adequate**

The child minder ensures her property is secure. The main driveway gates are closed, reducing the risk of children accessing the road at the front of the property. Off the main driveway, a second secure high gate with door knocker is in place. Following on from the gate, is a small play area and side access to the house. The child minder ensures all visitors sign in. A new boiler has recently been fitted, with a service due soon. The facilities are clean and suitably maintained. A policy is in place for the pet dog at the setting. Children have limited supervised contact with the dog which usually rests away from where children play. A stair gate in the hallway, and a movable gate in the lounge, reduces access to where children play.

The child minder completes visual risk assessments for the house and outings. She told us she undertakes visual checks on the premises. However, no formal written risk assessments for the environment or other aspects of the provision are in place. Following the inspection visit, the child minder has confirmed she will implement basic written risk assessments. Regular fire drills are complete with basic information kept. Following the inspection visit, the child minder now records the exit used and time taken to evacuate. The child minder supervises children adequately and knows the difference between acceptable and unacceptable risks for the age group of children she cares for.

The child minder provides an area within her lounge for the children to play. Children have access to a downstairs bathroom, hallway and kitchen. There is direct access onto a secure balcony from the lounge, with access to the garden and side play area 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, with sufficient space for children to play and rest. The child minder confirmed children access the garden and often enjoy exploring their fairy garden or feeding the birds. However, children did not access this area of the garden during our visit.

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, role play, arts, crafts, and books. The child minder confirmed she regularly takes children to different areas of interest, such as local parks, libraries, soft play, and other trips further afield. The child minder provides a chalk board in the driveway to share information, such as lunches with parents or carers.

Leadership and Management

Adequate

Leadership and management of the setting is improving. The child minder has made many improvements following her last inspection and is continuing to develop her skills further. The child minder now has a compliant statement of purpose which gives detailed information on her setting. Following our inspection visit, the child minder has provided a copy of this to CIW. The child minder is organised and keeps her records easily accessible.

There are a range of policies in place, which include dates of implementation and are signed by parents/ carers. However, not all policies reflect Welsh legislation or are fully reflective of the provision. The child minder keeps accurate registers for children attending. The child minder ensures current public liability insurance, car insurance, tax, and MOT. She is registered with the Information Commissioner's Office (ICO). The child minder ensures current Disclosure and Barring Service (DBS) certificates are in place.

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 basic and although views are sought, they are not fully included within the review. The child minder includes improvements and recognises areas she wants to develop. For example, developing her IT skills.

The child minder has links and support from the local authority family information service and other partner agencies. The child minder promotes positive partnerships with parents. She keeps parents up to date regularly, using verbal communication during drop off or pick up, though a private social media page and text messages.

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
15	SOP not fully in line with regulation	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 18 - Quality assurance	Ensure effective policies reflect any changes in legislation and or Welsh practices.
Standard 22 - Environment	Ensure effective written risk assessments are in place and undergo regular review.

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)
Ensure Food Hygiene training is undertaken.

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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