



Inspection Report

Ceri Rees

Bridgend



Date Inspection Completed

14/05/2024

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.gsi.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	13 June 2018
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>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Adequate

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

Summary

Children are confident, happy and enjoy their time with the child minder. They smile, laugh, and engage well with each other. They have good choices and make effective decisions about what they want to do.

The child minder understands and implements policies and procedures to promote safety for children. She has positive relationships with children, offering encouragement and praise. There are clear rules and boundaries.

Overall, the environment is secure and maintained to a good standard. Children have access to a range of developmentally appropriate play and learning resources.

The child minder manages her service suitably. She has made some improvements following the last inspection. However, further improvements are required. She has strong partnerships and is committed to on-going training. We, CIW (Care Inspectorate Wales) have made several recommendations.

Well-being

Good

Children are confident communicators. They have good opportunities to make choices and decisions about what activities and resources they want to play with. Children request the route they would like to take when they go for a nature walk. Children confidently call the child minder by her name and receive attentive responses.

Children are settled and cope well with separation from their parents or carers. They have positive bonds of attachment with the child minder and one another. Children who are tired have cuddles, comfort and rest, as needed. They have a strong sense of belonging and are familiar with routines. For example, at mealtimes.

Interactions between children are positive. Children enthusiastically welcome one another, hold hands, and choose activities they would like to play with. They are learning to share toys and be respectful. Children express enthusiasm and enjoyment. They smile and engage with one another, and the child minder, when interacting with musical instruments and songs. We saw children giggle with delight whilst playing a game of 'tickle' with one another.

Children are interested in their play and learning. They follow their own instincts and interests. For example, they independently access books from the playroom and engage in mark making with felt pens. Children confidently recognise colours of cars and flowers, whilst on a nature walk. They capably count the number of woodlice they find, whilst playing outside. Children access opportunities indoors and outdoors that promote their all-round development.

Children are developing their independence skills positively. They access the bathroom to wash their hands, and many use the facilities independently. Children feed themselves at mealtimes, using cutlery competently. They listen well to the child minder following instructions, such as helping to put toys away and tidy up. Children take their shoes on and off, placing them on the mat with little help.

Care and Development

Good

The child minder understands and implements policies and procedures to promote safety for children. She is due to attend a higher-level child protection course shortly and is aware of her responsibilities to safeguard children. She holds current first aid and food hygiene certificates. The child minder promotes children's health successfully. Appropriate accident and incident records are available, although have not been required recently. A variety of hot and cold meals and snacks are provided for children. Dietary and allergy needs are recognised and considered within the setting. Suitable cleaning and hygiene practices are in place. For example, no outside shoes are worn within the house and nappy changing practices are followed. The child minder encourages children to regularly wash their hands and use the toilet facilities appropriately. During the nature walk, she ensures children remain safe, encouraging hand holding and the teaching of road safety.

The child minder understands her behaviour management policy and consistently implements positive strategies. She lowers to children's levels to interact and engage with them. The child minder knows children very well. She has positive relationships with children, offering encouragement and praise. Regularly telling children, "*Well done, good girls*", "*good sharing*" and "*super-duper*". She interacts with warmth and kindness. The child minder encourages children to use good manners and prompts them to say 'please' and 'thank you'. She reminds children of the house rules and to be kind to one another. The child minder sits with children at mealtimes, eating alongside them, promoting a sociable and engaging time.

The child minder is aware of children's individual development and has some basic plans in place for children. The child minder has simple planning in place but takes account of children's interest and wishes. She provides a range of play and learning activities, indoors and out. For example, when on a nature walk, the child minder supported children in recognising colours of flowers and cars and counting in both English and Welsh. The child minder confirmed children regularly go on walks, visit local parks, and play areas. They celebrate and promote diversity through some of the resources available. The child minder promotes basic incidental Welsh at some parts of the day.

Environment

Good

Overall, the child minder has appropriate policies in place and ensures that the environment is suitably safe, secure, and well maintained. Basic written risk assessments undergo regular review. However, risk assessments require more detail, reflecting all areas of the setting and activities. Daily visual checks are complete. Regular fire drills are undertaken and recorded. Good cleaning routines are in place and reflect effective hygiene practices. The child minder ensures a current boiler certificate is in place, to keep children safe. A ring doorbell is in situ at the front door, and visitors sign in.

The child minders home is light and bright. There is an open plan kitchen/ diner/ lounge, which is the main area used for play. There is a separate lounge, play/storeroom, and downstairs bathroom. There is direct access into the secure garden from the kitchen. A side gate and door provide access to parents, with locks in place and an overhead canopy. The child minder provides a large storage facility for parents to leave children's belongings. Coat hooks are available at different heights, which support children in their independence. There is suitable equipment for the ages of the children who access the service. For example, table and chairs, prams, potties, and booster seats. Equipment is available outside, such as footballs, goals, and ride on toys.

The environment meets the children's needs and enables them to reach their full potential. Inside, there is a suitable range of equipment available in the store/playroom, with younger age-appropriate equipment on lower shelves. Whilst personal and non-childcare related items are stored on higher shelves, out of the reach of children. The outdoor play space has undergone recent development, with new fencing, astroturf and an outside summer room available for children to play. The child minder confirmed they use the garden frequently. There is a range of good quality, developmentally appropriate play and learning resources. There are sufficient resources to ensure children of all ages have a variety of choice. For example, through construction play, reading books, role-play, arts, and craft activities, beading and crochet. Children can access toys and resources easily or can request them if stored out of reach.

Leadership and Management

Adequate

The experienced child minder generally runs her service well. She has implemented many recommendations following her last inspection, which has had a positive impact on the management of the setting. However, not all recommendations have been achieved. Following this inspection visit, a statement of purpose has been provided to CIW, which accurately reflects the service and now complies with the regulations and national minimum standards. She has updated her online account to reflect current household members. All household members disclosure and barring service checks (DBS) are up to date.

Overall, there are appropriately maintained records. Nearly all children have accurate and complete contracts. Following the visit, the child minder confirmed ad hoc contracts have been developed and put in place. The child minder records attendance times of when children arrive and leave in her registers, although this is done in pencil. The child minder reviews her policies. However, the policy file requires re-organising, some require updating due to changes in legislation and clear review dates. The child minder has up to date certificates such as public liability insurance, and car documents. The child minder is not registered with the ICO (Information Commissioners Office).

The child minder reviews and evaluates her service. She has recently completed the Self-Assessment of Service Statement (SASS) and produced a basic quality of care report. Although children and parental comments are not included, an overview of positive feedback is noted. Through discussion with the child minder, it is clear she has made improvements and recognises areas she wants to develop. However, the report does not recognise achievements, priorities, and areas for improvement. The child minder is committed to on-going improvements at the setting, for example, seeking grant funding to develop the outside area.

The child minder keeps up to date with training and uses resources available to her through her memberships, and the local authority. She has strong partnerships with local child minders, schools, and family information service. The child minder promotes positive partnerships with parents. Keeping parents up to date through a variety of methods, including, daily record books, verbally, and via text.

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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

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 records are completed and maintained in ink
Standard 22 - Environment	Ensure risk assessments are thorough, reflecting the current environment, activities and events, including review dates.
Standard 18 - Quality assurance	Ensure policies are organised and reflect any changes in legislation, including review dates
Standard 18 - Quality assurance	Develop Quality of Care report to be more thorough

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)
Seek advice about the need to register with the ICO

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 07/06/2024