



## Inspection Report

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**Port Talbot**



**Date Inspection Completed**

23/09/2024

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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	27 April 2021
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.

<a href="#"><u>Well-being</u></a>	<b>Adequate</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

## **Summary**

Children feel safe and happy at this setting. Children's interactions are mostly positive. They enjoy their play and their independence is developing well.

Overall, the child minder keeps children safe and healthy. She know the children and meets individual needs well. Interactions between the child minder and children are good.

The child minder ensures the environment is mostly safe, secure, and well maintained. She provides an adequate range of play and learning resources to ensure children have a suitable choice. Resources are of good quality and condition.

The child minder runs the setting adequately. She reviews her service and completes a basic quality of care report for the childminding setting. Partnerships with parents are good.

**Well-being****Adequate**

Children have an appropriate voice. They have some opportunities to make choices about their play. Children decide what toys and activities they would like to play with from the suitable selection available which are easily accessible. Older children confidently ask for their yogurt at lunch time.

Children feel safe and happy. They positively engage and chatter away with the child minder or use non-verbal cues, receiving appropriate responses. Children are very settled, relaxed and feel quite at home. They display confidence with the child minder and are completely at ease with her.

Children's interactions are positive, they have a sense of belonging and are beginning to form friendships. They were excited to collect children from school. They respond mostly well to instructions from the child minder. For example, when she encourages them to share and to not throw items. Children are starting to show empathy and becoming sensitive to the needs of others. The older children shared toys well with the younger children.

Children enjoy their play and learning. They had free play and could access toys that interest them and choose what to play with. Children's individual interests are taken into account and the child minder provides resources to enhance their experiences. For example, they persevered for an appropriate length of time for their age and stage of development, looking through at books and building a farm yard, carefully placing vehicles within the fenced area.

Children's independence is developing well. They are encouraged to do as much for themselves as possible in line with their age and stage of development. Children are able to help themselves to the low level toy boxes and older children independently visit the toilet and wash their hands with some support. Children attempt to put on their own socks with some success.

## Care and Development

**Adequate**

The child minder keeps children safe and healthy. She has adequate knowledge about her responsibilities to protect children. She responds well to safeguarding scenarios and understands the procedures well. The child minder stated that she had not made a record of any existing injuries, however, stated that she would in future if the need arose. Parents provide children's lunch boxes but the child minder is aware of children's allergies and/or dietary needs. The child minder follows relatively good hygiene procedures and ensures that children wash their hands at appropriate times. The child minder ensures children have plenty of outdoor play and fresh air. She follows safe procedures when conducting the school run. For example, children are appropriately strapped into buggies or hold hands during the walk from school. The child minder has a record book for accidents or the administration of medication, however, she stated that no accidents or a request to administer medicine has been made for some time.

Interactions between the child minder and the children are good, demonstrating respect, warmth and kindness. There is a positive relationship between her and the children. She manages children's behaviour suitably for their age and stage of development. The child minder encourages children to share and to take turns adequately and to practice good manners.

The child minder provides a nurturing and caring atmosphere and gives responsive care. She knows the children well, is aware of their individual needs. For example, when children become tired and need a nap. The child minder does not maintain developmental records for younger children. This was highlighted at the previous inspection. The child minder told us that she does not plan for activities, children are offered free play opportunities and she follows children's own interests. We heard the child minder promote some counting and some basic Welsh words at the time of our visit.

**Environment****Adequate**

The child minder ensures the environment is mostly safe, secure and well maintained. However, the cleaning chemicals in the kitchen are stored at low level and the window blind cords have not been put out of reach of children. This was highlighted at the previous inspection. Following the inspection, the child minder confirmed that these matters had been addressed. The child minder uses a visitors' book to sign people in and out of the premises and identification badges are checked on arrival at the setting. She has very basic risk assessments, however, they are not dated and not specific to areas of the home. The child minder told us that she completes regular fire drills, however, she has not kept any records. This was highlighted at the previous inspection. The heating safety check certificate had expired. Following the inspection, the child minder told us that an appointment had been made to service the heating system.

The property is clean and welcoming. The toilet is situated on the ground floor and the child minder ensures she supervises and supports the younger children when required. The child minder uses her kitchen, dedicated playroom and rear garden for child minding. Living room is used as a walkthrough only to access the playroom. The child minder organises the environment appropriately to provide a good range of play opportunities and space suitable for the age ranges cared for. The garden is secure and enclosed. Children have good free flow access to the outdoor area at all times.

The child minder ensures children can access a variety of age-appropriate furniture, toys, and equipment. She provides a suitable range of resources for the children. For example, craft items, role play items and physical play resources. Toys and resources are stored at low level so that children can easily help themselves to them. There are minimal resources such as books and dolls that promote an awareness of different cultures and diversity.

## Leadership and Management

**Adequate**

The child minder manages her business adequately. The child minder has a statement of purpose which reflects the service provided, however, it does not contain all the required information to fully meet regulations. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder has a range of very basic policies and procedures. The complaint and safeguarding policy does not fully comply with requirements and the nappy change policy does not follow current public health guidance. Policies and procedures are not dated for review purposes making it difficult to see when the child minder has reviewed them. This was highlighted at the previous inspection. She ensures that children's records and documentation are accurate and complete including a range of permission forms and a children's register. The child minder did not keep a record of household members who are present whilst she is minding. Following the inspection, she stated that a system is now in place. The child minder has up to date certificates such as public liability insurance and ICO (Information Commissioner's Office). The child minder transports children in her vehicle; however, we did not have sight of the insurance at the time of the inspection.

The child minder has a system in place to review and reflect upon her service. She produces a basic quality of care report. However, the report is not dated for review purposes. She seeks information from parents to support her in the evaluation of her service and provides an opportunity for them to make suggestions for improvements. The child minder is committed to developing her business to ensure that she provides a good quality service for children and their families.

The child minder is suitably qualified and has completed the required training courses, such as first aid and safeguarding, however, is due to attend an advanced safeguarding course in November 2024. The child minder has not completed a food hygiene for a number of years. Disclosure and Barring Service checks (DBS) for herself and household members aged over 16 years are valid. However, the child minder had not formally notified CIW of changes to her household members. Following the inspection, the child minder has successfully addressed this matter.

The child minder promotes positive partnerships with parents. She keeps parents up to date regularly through verbal and electronic means. The child minder makes good use of her local community. For example, she takes children on trips to various places such as parks, the seaside, library and play groups which benefit the children's development and learning. The child minder works well with other child minders in the area.



### 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

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
15	The provider must have a fully compliant statement of purpose which is reviewed and submitted to CIW	New

	within 28 days of any revision.	
16	The child minder needs to ensure that as part of her annual review of her service, she seeks the views of parents and children, and writes a report of her review within 28 days	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 19 - Complaints	To revise the compliant policy to ensure that it includes all the required information.
Standard 20 - Child protection	To revise the child protection policy to ensure it includes all the required information.
Standard 24 - Safety	To ensure that vehicle insurance documentation is available for inspection and a record of adults present when child minding takes place is maintained.
Standard 12 - Food and drink	To ensure food hygiene training is completed and refreshed in a timely manner.
Standard 7 - Opportunities for play and learning	To observed and record what children do, to help plan the next steps for the children's play, learning and development.
Standard 24 - Safety	To ensure that fire drills are practiced and detailed records are kept.

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)
To ensure the nappy change policy and procedure follow current public healthy guidance.
To ensure all documents, policies and procedures are dated for validity and review purposes.
To ensure that records are kept of any existing injuries.
To ensure risk assessments are specific to each area used for child minding and dated for review purposes.

To ensure that service checks are completed in a timely manner.

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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