



Inspection Report

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Y Felinheli

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

29/04/2024

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About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	Both
Previous Care Inspectorate Wales inspection	Click or tap here to enter text. 22 March 2017
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>	Adequate

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

Summary

Children are happy and settled. They have some suitable choices to follow their own interests. Children interact positively with their friends and the child minder. They are engaged in their play and learning activities and enjoy developing their imagination. Children are developing their independence appropriately.

The child minder is developing her understanding and is working towards implementing most policies and procedures adequately. She has a warm and friendly approach to care giving. She praises children consistently for their efforts. The child minder organises some suitable activities to develop children's play and learning.

The environment is welcoming and clean. The lay out of the playroom is basically organised. The child minder provides toys, resources, and equipment suitable for the age ranges cared for.

The child minder manages most areas of her setting appropriately. However, improvements are required to meet regulations and standards.

Well-being**Adequate**

Children are content and express enjoyment. They are beginning to form friendships and are familiar with the daily routines.

Children are confident communicators; they enjoy introducing themselves and expressing what they like to do. For instance, a child enjoys showing how they use a toy lightsaber and animatedly said they are a 'storm trooper'. Friends enjoy caring for the baby dolls and show how to prepare the babies feeding bottle. Children had fun talking to the child minder about their friend's birthday party and said the cake was nice.

Children settle quickly as they are greeted in a friendly way by the child minder. They are familiar with the daily routines. They ask the child minder politely for their 'pink' wellington boots as they prepare to go for a walk to collect their other friends from school.

Children interact positively with their friends and the child minder. They co-operate well and practice road safety as they cross the road to and from school. Children enjoy the social occasion of mealtimes; they sit at the table maturely and use good manners. They are learning to share and take turns appropriately. For instance, during a game of shop keeper, friends took turns to work the till and shared the food props into baskets. They worked well as a team to complete a large floor puzzle and took turns to name the objects on the puzzle pieces.

Children take interest and are generally engaged in their play and learning activities. They enjoy dressing up their dolls in different clothes and show how they can make the doll walk across the floor by holding its hand. Friends have fun organising the tea set and they invite the child minder into their play asking her if she wants a cup of tea or cake. They work out how much the items cost and practice their counting skills as they count the toy money before placing in the till. Children enjoy sitting together to read through a selection of books, they talk about the pictures and engage in the story being read to them by the child minder.

Children are developing their independence skills suitably. During mealtimes children feed themselves using their cutlery proficiently, however, opportunities are missed at mealtimes for children to serve themselves. They prepare themselves for some quiet time suitably by organising the bean bags and blankets to rest on. Children are doing most things for themselves with appropriate encouragement from the child minder.

Care and Development

Adequate

The child minder has a warm, friendly, and caring approach to care giving. The child minder values children's efforts and takes delight in their achievements.

The child minder is developing her understanding of her regulatory responsibilities and is working towards implementing most policies and procedures to promote healthy lifestyles suitably. However, improvements are required. The child minder partly follows the Welsh Government guidance for food and nutrition by providing children with healthy meals but offers fruit squash as a drink option instead of a healthier option of milk or water. The child minder is not ensuring children have easy access to fresh drinking water throughout the session to keep them hydrated. The child minder has a basic understanding of safeguarding procedures. She has completed first aid and safeguarding training suitable for the ages of children cared for. She is currently undertaking training in food safety and hygiene.

The child minder is not following the current infection control guidance in relation to nappy changing and handwashing procedures. For example, she does not use protective personal equipment (PPE) consistently and during our visit children did not wash their hands after arriving from school and before mealtimes to help develop their personal hygiene practices appropriately. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder did not present evidence of accidents and incidents. When we discussed with the child minder about what children told us, it was clear that accidents have happened, but these have not been formally recorded to ascertain accurately what happened and evidence the acknowledgement from the parent / carer to show they have been kept informed. The child minder has not ensured there are formal consent forms for parents / carers to complete before she administers medication to children. She records children's attendance but does not include their daily hours of attendance to evidence she is caring for the correct adult: child ratio each day. The child minder has not collated all the required information on children to ensure she can fully meet their individual needs. During the time of our visit the child minder could not find a child's personal file who she was caring for that day, therefore, she did not have all the required information at hand to ensure the child's needs were being fully met. These are placing children's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

The child minder interacts positively, and children engage well. She has a responsive approach to activity planning and responds to children's requests in a sensitive and timely manner. The child minder engages well with children during their play and ensures they are kind to their friends.

The child minder organises adequate activities and responds positively when children invite her into their play. The child minder does not record observations on children's progress to

help her plan for their next steps in learning. The child minder organises opportunities for story time and reads the story at the child's pace. She encourages children to practice their numeracy skills as they develop a role play scene as the shop keeper and customer. The child minder supports children to develop their language skills well as they create a role play scene about working in a café. She actively encourages children to use a variety of props to extend their creativity and imagination.

Environment**Adequate**

The child minder ensures the environment is clean, welcoming, and suitably maintained. The layout of the playroom requires improvement to further promote children's independence and enable them to make their own choices about what they want to play with. The child minder provides a spacious outdoor play area, but this was not used during the inspection visit.

The child minder is not consistently keeping a record of visitors. She has risk assessments in place, but these are not fully reflective of the premises, activities, and outings. They do not fully identify the potential hazards to children and what measures she would take to manage these risks on a daily basis. The child minder supervises children suitably most of the time and ensures they are aware of road safety rules when she accompanies them to and from school. However, the potential risks to children when the child minder leaves the playroom to support children with toileting in the upstairs bathroom is not captured in the risk assessments. For example, there are no safety gates to prevent children from freely roaming the downstairs area when the child minder has left them unattended. This is placing children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. The child minder does not conduct fire drills and has not ensured that health and safety checks have been undertaken. For instance, the last oil heating safety check had not been undertaken since her Care Inspectorate Wales (CIW) registration in 2016. This is placing children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. The child minder has not completed the Welsh Government Fire Safety: risk assessment for childminding premises. Some of the contents in the first aid box had expired.

There is no designated area for children to store their personal items and these are placed in a pile at the bottom of the stairs. This does not create a sense of belonging for children and does not support them in aiding their independence.

The child minder provides toys and resources suitable for the ages cared for and children have access to some appropriately sized furniture. Indoor storage of toys and resources require organising. There is a lack of natural and re-cycled materials to develop children's curiosity and help them practice using their senses. The child minder provides some dolls and resources which reflect different cultures. She also has a good choice of books available, which she has displayed nicely to encourage children to read them.

Leadership and Management**Adequate**

The child minder manages most areas of her setting suitably. However, improvements are required to meet regulations and standards.

The child minder has improved her statement of purpose to contain the required information to provide parents / carers with clear information about what the setting offers. Most policies and procedures have been regularly reviewed but some of the information they contain are outdated for example, the safeguarding policy is not based on current Welsh legislation and procedures and the contact details for CIW requires amending in the complaints policy. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder does have a suitable understanding of her responsibility to promote the Welsh language and culture. The child minder has submitted the assessment of service statement to CIW within the required timescale.

The report reviewing the quality of care is dated September 2023 but does not reflect on the comments gathered from those using the setting to fully evaluate the setting and identify improvements to create better outcomes for children.

The child minder and persons living on the premises do not have a current enhanced disclosure and barring check to demonstrate their suitability in order to safeguard children. This is placing children's health and wellbeing at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

The child minder presented photographs of children, and these show them enjoying a variety of outdoor activities and visits to local areas to improve their awareness of their surroundings and improve their social skills.

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
25	The child minder must ensure risk assessments are fully reflective of the premises, activities and outings children participate in. The child minder must ensure these are completed annually and any changes to the premises or needs of the children reviewed. The child minder must ensure sufficient measures are in place to minimise identified risks and that daily health and safety checks are conducted before children enter the premises.	New
30	The child minder must ensure she keeps a daily record of the names of children and their hours of attendance. The child minder must ensure she formally records accidents and incidents and these are acknowledged by parents / carers to evidence they have been kept informed. The child minder must ensure medication records, parental / carers consent forms for administering medication have been	New

	completed to include clear detail. The child minder must ensure she has gathered all of the required information in the children's individual records and have this information readily available	
38	The child minder must ensure she conducts fire evacuation drills at least every 6 months, recognising that children benefit from more regular practice and these records are kept in a fire logbook. The child minder must ensure frequent inspection of the heating oil system in order to check for any issues to prevent potential hazards to children.	New
6	The child minder must ensure she has a current enhanced Disclosure and Barring Service (DBS) certificate. The child minder must ensure she makes arrangements with Care Inspectorate Wales (CIW) to present her current DBS certificate.	New
20	The child minder must ensure that every person who has attained the age of 16 years and who lives on the relevant premises has an enhanced Disclosure and Barring Service (DBS) certificate. The child minder must ensure the DBS certificate is available on request by Care Inspectorate Wales (CIW).	New

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
25	The child minder must ensure handwashing and nappy changing procedures are in line with the Public Health Wales Infection Prevention and Control Guidance (2019) for Childcare Settings (0-5 years) in Wales (Nurseries, Childminding and Playgroups).	New
22	The child minder must ensure the safeguarding policy is based on the Wales Safeguarding Procedures. In producing this policy, the child	New

	minder must also be familiar with the Welsh Government's statutory guidance on safeguarding children under the Social Services and Wellbeing (Wales) Act 2014.	
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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 7 - Opportunities for play and learning	Ensure observations of children's progress are recorded to help plan for the next steps in the child's play, learning and development.
Standard 12 - Food and drink	Make sure the Welsh Government Food and Nutrition guidance for child care settings is implemented and ensure fresh drinking water is freely available to children at all times.
Standard 18 - Quality assurance	Make sure the views of children, parents / carers and other professionals are taken on board when reviewing the quality of care in order to fully evaluate the setting and identify what improvements could be made to create better outcomes for children.

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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