



Inspection Report

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Abergavenny

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

08/04/2024

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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 | 12 September 2019 |
| Is this a Flying Start service? | No |
| Does this service promote Welsh language and culture? | This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates 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, comfortable and happy in the child minder's home. They direct their own activities and learning and are confident communicators, voicing their needs and opinions clearly. They have formed close friendships and interact positively with one another. They are very independent and are developing good all-round skills.

The child minder is supportive and responsive to the needs of the children. She has a caring manner and interactions with children are consistently warm and nurturing. The child minder supports children's learning and development sufficiently by providing a suitable range of activities and resources in line with children's interests.

The child minder's home is clean and well-maintained, but some safety aspects require improvement. There is ample space for children to play in comfort. The child minder provides a variety of indoor and outdoor play resources for children to help meet their needs and support their all-round development.

Overall, leadership and management of the service needs improvement and several areas require attention to ensure compliance with the Child Minding and Day Care Regulations. The child minder is keen to make improvements and since the inspection visit, has assured us that issues raised are being addressed as a matter of priority.

Children are free to make choices and decisions about what they would like to do during their time in the child minder's home. They express themselves confidently because they know their ideas, wishes and choices are listened to. They go to the child minder for general conversations and to ask for anything they might want with ease. We heard children requesting a variety of resources from the child minder to expand their activities. For example, children who wanted to cut out their pictures confidently asked for scissors and were able to complete their chosen activity.

Children are happy in the child minder's home and have a good sense of belonging. They have formed strong bonds of attachment with the child minder. For example, we saw children smile as they approached her for support or reassurance. Children feel valued and have a sense of pride. They respond positively to praise from the child minder. For example, children smiled proudly when receiving praise for using manners and succeeding at tasks.

Children are developing their social skills effectively, interact well and have formed positive friendships. They enjoy one another's company sharing plenty of smiles and laughter. They complete activities happily alongside each other and gladly share equipment and resources. They spend time chatting and discussing their interests about what they like to do on the weekend such as swimming and riding on tractors at the farm. Older children are polite and understand the rules of behaviour, showing sensitivity towards younger children.

Children engage well and concentrate on their chosen activities for extended periods of time. For example, we observed a child pay considerable attention to detail as they carefully coloured in the lines of a tricky tiger colouring. They held up their creation asking, "*What do you think of this so far?*" as they smiled proudly, relishing in the praise and positive comments from the child minder. They have opportunities for imaginative play and showed lots of excitement as they tried to avoid 'hot lava' in an interactive dancing game. We saw that they engaged with each other positively and responded well to adult guidance during the activity.

Children are confident to do things independently and are motivated to follow their personal interests. They freely access the activities that they want to use and pick out resources confidently. They assertively ask for help from the child minder when they need it. For example, we heard a child ask, "*Please can I have some help?*" as they worked hard to try and peel their tangerine. They listen well to the child minder and follow directions, such as washing their hands at appropriate times, helping to tidy resources away and getting themselves ready to leave for school.

Care and Development

Adequate

The child minder has a reasonable understanding of how to keep children safe and healthy. She has up to date safeguarding training and understands the procedures to follow should she have any concerns about children's safety or welfare. She has recently booked on to an advanced safeguarding course to further develop her knowledge in this area. She has a child protection policy in place, but this did not refer to the Wales Safeguarding Procedures 2019. Since the inspection visit, the child minder has taken action to update the policy to reflect current practice in Wales. She has a clear medication policy and procedure in place. Records of any accidents, incidents and existing injuries of children are kept and these are discussed with parents as appropriate, and signatures obtained. However, the child minder does not hold a suitable current paediatric first aid qualification. Therefore, we cannot be confident that minor injuries or accidents are dealt with quickly and confidently. We discussed the importance of this with the child minder and since the inspection visit, she has taken prompt action to book on to the next available course. The child minder does not provide food but encourages parents to provide children with healthy snacks and physical activity is encouraged. The child minder follows correct cleaning procedures as part of the infection control process to help keep children healthy and safe.

The child minder is affectionate towards children and has a calming and patient nature. She acts as a good role model, treating children with respect and remaining consistent in her approach. She encourages children to share, wait their turn and be kind to their friends. We heard the child minder using positive praise for children's efforts such as "*Wow, well done, that's fantastic, da iawn*", and "*Well done, beautiful manners*". She ensures snack times are sociable as she chats with the children as they eat, encouraging good manners.

The child minder has a suitable understanding of the children's individual needs and abilities. She provides them with a range of experiences and takes interest in their chosen activities as she talks to them about their creations. There are no formal plans in place for activities and the child minder does not undertake observations of the children to inform next steps in learning. This is because the children are only in the child minder's care for a very short period of time each day. However, she told us that she offers support with children's school homework and also helps to support with any speech and language activities as requested by parents. During the inspection, we heard the child minder promoting the use of the Welsh language consistently. We heard lots of incidental Welsh such as "*Da iawn*", "*Dim diolch*" and "*Os gwelwch yn dda*". She also encouraged the children to use Welsh language sentence patterns such as "*Ga I chwarae pel droed yn yr ardd?*" and "*Ga I bapur os gwelwch yn dda?*"

Environment**Adequate**

The child minder ensures that the environment is generally safe and secure for the children attending but attention is required in some areas. The premises is secure with entrances always locked. However, the child minder does not maintain a log of any visitors to the premises. Suitable written risk assessments are in place which cover most aspects of the service, however these have not been regularly reviewed to ensure children's continued safety. When inspecting documents, we saw that the annual gas safety check was out of date and had not been renewed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. There is a fire policy in place which includes the evacuation procedures for the premises and the child minder told us that she verbally talks children through the process of how to vacate the premises safely. However, the child minder does not keep records of fire drills and there are no formal records to show that fire detection equipment such as smoke alarms are tested at suitable intervals. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The home environment is sufficiently maintained and comfortable for the age range of the children who attend the service. Children have access to the downstairs lounge and dining room as well as a good-sized back garden that promotes their outdoor play experiences. Internally, there is sufficient space enabling children to explore and move around freely. The child minder utilises the lounge and dining area to provide a variety of activities for children, with all resources being easily accessible to promote children's independence. There is an accessible ground floor bathroom, which is clean, well maintained and suitably equipped to support children's independence.

The child minder provides a range of suitable quality and age-appropriate resources and equipment, which are relevant to children's interests. For example, a variety of arts and crafts, painting, play dough, colouring books and construction blocks. Outdoors, children have access to resources and activities such as football, badminton and table tennis and all resources were found to be clean and in good condition. The child minder provides some multi-cultural resources such as dolls, books and puzzles, helping to promote equality and awareness of various cultures and the diverse society we live in. She displays children's work, helping to provide a sense of belonging.

Leadership and Management

Adequate

Overall, the leadership and management of the setting requires improvement. The statement of purpose provides sufficient information about the service enabling parents to make an informed decision about the care of their child. The child minder has a range of suitable policies to help support the operation of her service, although these have not been regularly reviewed or updated. The child minder keeps a register of children's attendance, but this does not accurately reflect the times children arrive and leave. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder provides parents with contracts, but these records did not hold all the information required in line with regulations. For example, children's health information and their registered medical practitioner details were missing. The child minder had also not obtained parental consent for her to provide emergency medical treatment, should the need arise. We discussed the importance of this with the childminder and its potential impact on children's well-being and safety. Since the inspection visit, she has taken prompt action to request the information from parents and record all relevant details for each individual child.

The child minder has previously monitored the quality of care provided at her service well, but within the last year has failed to undertake a recent review or produce an up-to-date quality-of-care report. This means that she is not able to show how the views of parents and children have recently fed into the development of the service. Additionally, the child minder has failed to submit her recent Self-Assessment Service Statement when this was requested by Care Inspectorate Wales (CIW). While no immediate action is required, these are areas for improvement, and we expect the provider to take action.

The child minder organises her day to meet the needs of the children in her care. She is currently studying a master's degree in play therapy to allow her to support children who may have experienced trauma, abuse or loss. The child minder fulfils most of her responsibilities in terms of notifying CIW of significant events affecting the service. However, she had not informed us of changes to persons living at the premises and she was not aware that this was a regulatory requirement. Additionally, although the child minder has an up-to-date disclosure and barring service check certificate (DBS), we noted that DBS checks were not in place for all household members living at the premises who are aged over 16. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder has well-established relationships with families who use her service. She keeps them up to date via verbal feedback and via private message. Parents feedback is positive, and they confirmed that they are happy with the care provided and that their children are always happy attending the service. They value the care that their children receive and described the setting as a 'home away from home'.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|---|-----|
| 25 | The Registered Person must ensure that gas safety maintenance checks for the property are completed annually. | New |
| 38 | The Registered Person must ensure that fire drills are undertaken regularly with children and that fire detection equipment is tested at suitable intervals, with full records kept. | New |
| 30 | The Registered Person must strengthen procedures for the keeping of daily attendance registers to ensure they clearly record the time that children arrive and leave the service each day. | New |
| 16 | The Registered Person must ensure there is a system in place to review the quality of care for the service annually and produce a relevant report. | New |
| 17 | The Registered Person must ensure to complete a Self-Assessment of Service Statement (SASS) within 28 days of receiving a request. | New |
| 20 | The Registered Person must ensure that up to date Disclosure and Barring Service checks are in place for all household members who are aged over 16 years. | New |
| 30 | The Registered Person must ensure children's records hold relevant information including the names of their registered medical practitioner, any health needs including special dietary requirements or allergies and permissions from parents to provide emergency medical care. | New |
| 24 | The Registered Person must ensure that they hold a suitable first aid qualification. | New |

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.

| Standard | Recommendation(s) |
|---|---|
| Standard 24 - Safety | Ensure a record of visitors to the home is kept and maintained at all times. |
| Standard 21 - Notifications of significant events | Strengthen knowledge and understanding of any events that are required to be notified to Care Inspectorate Wales (CIW). |

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 policies and risk assessments are regularly updated, at least annually or as changes occur. |

| 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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