



Inspection Report

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Caldicot



Date Inspection Completed

09/05/2024

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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	13 January 2022
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>	Poor
<u>Environment</u>	Poor
<u>Leadership and Management</u>	Poor

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

Summary

Children can choose how and where they wish to play and are mostly happy and settled. They respond well to the child minder and build good relationships, making friends at the setting.

The child minder and her husband, who acts as an assistant, communicate appropriately to manage children's behaviour. They are calm and patient with the children.

The child minding environment is not adequately maintained. The child minder is not pro active in identifying and eliminating risks or emerging risks within the home or garden where children play. Significant improvements are required to ensure the environment is maintained to a safe, clean standard for children to play and explore.

The child minder has not ensured that she has good oversight of the service. She has not addressed the recommendations from the previous inspection and record keeping is inconsistent and poorly organised. Significant improvements are required to ensure she meets regulatory requirements.

Well-being**Adequate**

Children are learning to express their wishes and feelings. Children of all ages have opportunities to make choices about how they play and choose which toys they want to use. Children are confident to speak and express themselves and communicate their needs well. Children have opportunities to make choices about what they would like to do and what resources they would like to play with. Older children complete questionnaires so that they can contribute to the annual review of the service.

Children are learning the routines of the setting and are comfortable with the child minder and her assistant. Young children understand the rules and expectations to keep them safe when walking to and from school with the child minder. Younger children are happy to play alongside their peers or play independently on their own. They chat with one another and move around the environment freely and confidently. They form good friendships with their peers and are happy to play independently or share resources with others.

Children are relaxed in their interactions with adults and speak with ease when talking with the child minder. Children are free to explore their environment and spend time on activities that interest them. They co-operate and enjoy an adequate selection of appropriate opportunities indoors and outdoors.

Children enjoy the play opportunities available to them, for example, playing with a small waterworld game and independently getting water from the water butt to use. One child told us that the child minder had let them choose the colour of paint to paint the large sit in pirate ship. They had then painted it together and it was their favourite toy. Another child explained that their favourite outing with the child minder is to go to a recycling centre and help choose the toys.

Children have opportunities to gain independence in line with their age and stage of development. They can mostly access and choose toys to play with independently although not all toys are stored and organised well. Children bring their own snacks and access these from their lunch boxes. Other children help themselves to fruit from a nearby fruit bowl.

Care and Development

Poor

The child minder has a limited range of strategies to maintain standards in order to keep children safe and healthy. Both she and her husband have a current Paediatric First Aid certificate. However, the First Aid kit to support them in responding to any minor injuries is incomplete, containing only bandages and gauze. The child minder has an appropriate understanding of her responsibilities to safeguard children and the procedures to undertake should she need to refer concerns to an outside agency. However, concern records had been recorded but not dated. The child minder has renewed her safeguarding training recently in line with new requirements. Children provide their own food, but the child minder will supply milk, water and fruit as snacks for children. At the last inspection it was recommended that she complete a food hygiene course, but she had completed only half of the course at the time of this inspection. She encourages children to play outdoors, exercise and enjoy fresh air to promote their physical development and resilience.

The child minder is calm and patient in her interactions with children. She is aware of the children's needs and manages their behaviour satisfactorily. She ensures that children understand rules. For example, one child told us they were not allowed on the swing set as it was broken, whilst another child listened well and followed her instructions when walking home from school. Her assistant helps during limited periods of the day, usually the end of day school collection. He spoke to children calmly and with respect and children presented as comfortable in his care.

The child minder completes 'All About Me' forms so that she has details about individual children's needs. For younger children not attending school she completes a 'flower chart' observation record to monitor children's progress. Most of the children she cares for are of school age and so no observation or developmental records are kept. The child minder states she knows the children well and considers children's areas of interest when planning activities.

Environment**Poor**

The child minder does not have satisfactory systems in place to ensure that children remain safe at all times. She has not had good oversight of maintenance checks and therefore the annual gas safety check was not completed in March 2024 as required. She has not proactively identified hazards within the environment which pose a risk to children's health and safety. A Priority Action Notice has been issued in relation to these matters. The provider must take immediate action to address this issue. The child minder told us that she tests fire alarms once a week and records them in her diary. She said that she also does weekly fire drills with children, although there were no recordings of these drills. The home is secure, so that children cannot exit the building and visitors sign her diary as a record of their attendance.

Since the last inspection the child minder has received funding to convert the garage into a specific playroom for child minding, with a separate toilet for children to use. This playroom provides extra play space for children and means they have more independent access to resources. A sturdy outdoor shelter has also been built so that children can access the outdoors in all weathers. During the inspection children had freedom of movement between the playroom and outside. Within the playroom there is a sofa for children to relax on and a child sized table for children to eat at or do table-top activities. Younger children sleep in a travel cot or as agreed in line with parents' preferences. The garden is suitably resourced with a mud kitchen and water table. Some resources had not been maintained well. However, some resources, such as a small pirate ship had been painted, looked fresh and was a favourite resource of some of the children attending.

The child minder does not have suitable systems in place to monitor the quality or condition of the resources and equipment available to children. She has a lot of resources for children to play with. Some resources looked clean and suitable for children. However, many are not well kept or well maintained. Some resources are easily accessed by children, whilst others are poorly stored with storage itself needing attention. The outside play space is secure and spacious but has not been thoroughly risk assessed. Many soft furnishings presented as unclean.

Leadership and Management

Poor

The child minder has not maintained good oversight of the service to ensure her legal responsibilities and the National Minimum Standards are reliably met. Record keeping is incomplete or not easily obtained at the inspection. The Statement of Purpose, sent to us after the inspection, does not reflect how the service is currently operating and therefore does not give parents a clear understanding of her service. The child minder has not fully addressed any of the recommendations made at the last inspection and these will therefore remain in place. She does not keep accurate registers of attendance. This is an area for improvement and we expect the child minder to take action. The child minder is a member of an umbrella organisation and adopts their contracts for parents to complete.

The child minder has made alterations to her service since the last inspection. She minder has submitted her Self Assessment of Service Statement (SASS) for 2024, however the accompanying review is not current as it indicates it was written before her first inspection in January 2022.

Communication between the child minder and her husband, who acts as her assistant, is good. We heard them discuss the school run and later after school they supervised children adequately, with the child minder highlighting to her husband when a child needed extra support. The child minder has not organised a staff file for her husband. This is required to ensure all safety checks are in place and that he receives the support and supervision required to undertake his role effectively. This is an area for improvement, and we expect the child minder to take action.

The child minder and her assistant are aware of the need to keep parents informed and to build good communication with them. Overall parents expressed good levels of satisfaction with the service. They told us that their children enjoy the good range of activities, happily attend and like the child minder.

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 Registered Person must ensure that unnecessary risks to the health and safety of children are identified and as far as possible eliminated.	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
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28	The registered person must ensure all staff suitability checks are undertaken and files contain relevant information.	New
30	The registered person must ensure that evidence of children's attendance and those looking after children is recorded correctly at all times.	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.

National Minimum Standards	
Standard	Recommendation(s)
Standard 10 - Healthcare	Ensure there is a first aid box complying with the relevant regulations and the contents of the box are checked frequently and replaced as necessary.
Standard 18 - Quality assurance	Ensure there are effective systems and processes used for continuous monitoring, reviewing, and improving the quality of all aspects of the service provided and that a quality of care report is completed annually.
Standard 24 - Safety	Ensure fire drills are carried out at least every 6 months, recognising that children benefit from more frequent practice and that records are kept in a fire logbook.
Standard 1 - Information	Ensure that the Statement of Purpose is reviewed regularly, properly reflects how the service operates and contains all information required as outlined in National Minimum Standards.

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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