



Inspection Report

Laura Withey

Porth



Date Inspection Completed

19/04/2024

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	8
Language of the service	English
Previous Care Inspectorate Wales inspection	28 November 2023
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>	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, settled and can make decisions about how they spend their time. They are developing warm and positive relationships with their friends, the child minder and her family members. Routines and activities encourage children to develop, learn and enable them to follow their own interests.

The child minder has an adequate understanding of how to keep children safe and healthy. She has a warm relationship with the children offering reassurance when needed. The child minder knows the children well, supports their development and promotes their self-esteem and self-confidence.

The child minder provides a welcoming home from home environment for children, where they can play and relax. Maintenance and safety checks for the home are up to date. The child minder provides a wide range of toys, books and games which are easily accessible, supporting children to make independent choices during their play.

The child minder has an adequate range of policies, procedures and documentation in place to support the running of the service. She has begun to review and amend some of these to reflect her current practice. Improvements are required as the child minder had not met all regulatory requirement to appropriately safeguard children. Parents spoke highly of the child minder and the service she provides.

Children are happy, settled and make decisions about how they spend their time. They choose from the many fun toys on offer, following their own interests. For example, a child happily went around the playroom collecting various items to go into their bag. Children confidently initiate playing games which are of interest to them such as when they began to play a game of hide and seek. There were lots of smiles and laughing during their game. Children express themselves confidently, as they know their wants, needs and moods will be listened to. For example, when a child asked to go outside and pick the flowers.

Nearly all children are generally happy and settled. They are comfortable in their surroundings, familiar with daily routines and have a sense of belonging. For example, a child confidently approaches the child minder, to show them their book, chatting about the pictures. Children receive praise for their efforts and achievements, which makes them feel happy and valued. Children have formed affectionate relationships with the child minder and her family members. We saw a child make a physical gesture to tell the child minder they wanted a cuddle and to sit on their lap as they were feeling a little upset.

Children behave and interact well for their ages and stages of development. They enjoy their play and benefit from an appropriate selection of play and learning opportunities. Children are interested and fully involved in their activities. They happily play alone or alongside their friends as they learn to share and work together. For example, a child happily made several cups of pretend tea and ice cream for the inspector.

Children have opportunities to develop their independence skills, enabling them to do things for themselves. For example, children are encouraged to put on their own shoes and coats, along with washing and drying their hands after using the toilet.

Care and Development

Adequate

The child minder has adequate practices to keep children safe. She has suitable policies and procedures which promote children's health and safety and has begun to review and amend some of these to reflect her current practice and ensure they reflect legislation and up-to-date guidance. However, she does not always follow her policies robustly. For example, the child minders hygiene policy details children will be given individual paper towels to dry their hands in line with guidance. This procedure was not implemented, and only a single towel was provided to the children to use. The child minder is generally cautious when dealing with any safeguarding matters. She is confident in the steps to take if she has concerns. However, the child minder was not aware of the requirement to record and maintain accurate records of concerns. The child minder's paediatric first aid and food hygiene training are up to date. She has appropriate systems in place to record accidents, incidents and the safe administration of medication.

The child minder provides children with healthy snacks and meals. She takes basic measures to ensure the safety of any child who has allergies and intolerances and has attended an allergy awareness course. The child minder ensures snack/mealtimes are relaxed, sociable and enjoyable, where children sit together to eat. The child minder mostly follows some basic infection control practices in line with guidance. For example, washing her hands before preparing food and wiping down surfaces. Also, washing her hands before and after nappy changing routines, to prevent the spread of infection. Children are encouraged to participate in good hygiene practices by washing their hands before eating and after having their nappy changed.

The child minder has a lovely manner with the children and delivers warm, nurturing care. She is attentive, patient and offers reassurance when needed. The child minder knows the children well and is considerate when meeting their individual needs, ensuring children have opportunities for quieter times when required. The child minder carries out informal observations and basic assessments to track children's progress. She seizes opportunities to promote children's learning. For example, when children were opening up new resources for the garden. The child minder embraced this opportunity and drew children's attention to the colours of the items. The child minder implements a positive approach to behaviour, where children are celebrated when they are kind and caring to their friends, which helps promote their self-esteem and self-confidence.

Environment

Adequate

The child minder provides a secure environment, where children can play and relax. She keeps accurate records of children's attendance as well as of any visitors to the premises. The child minder ensures maintenance checks for the home and appliances are up to date. Regular fire drill practices ensure children know how to leave the premises safely in the event of an emergency. The child minder has completed a few adequate written risk assessments which identify potential risks within the home and the steps to be taken to reduce the risk. However, she does not always implement her risk assessments fully. For example, the risk assessment details how ornaments are to be pushed back out of the reach of children. The child minder did not follow these procedures. The child minder transports children in her own car and holds the required insurances. Child car and booster seats are used to transport children safely. However, the child minder does not always ensure that the correct child car/booster seat is used in accordance with the most up to date government guidance for the weight of the child.

The child minder provides a welcoming, home from home environment for children. It is clean, light, bright, and has adequate space for children to play and learn. Children have use of the family living room, a large hallway along with a large playroom. A separate sitting room is also available which offers younger children privacy and quiet when they sleep or have their nappy changed. The bathroom is downstairs promoting independent access for older children. Children eat in the playroom, on low level tables and chairs. Child safety gates are used to prevent children independently accessing areas such as the kitchen or upstairs. There is a suitably sized outside area for children to access via steep steps. The child minder has ensured the safety and suitability of this area via the use of gates and fencing. Gates are also used consistently to ensure children do not access parts of the garden where they may come into contact with dog waste. However, children did not access the outside area on the day of the inspection due to extensive cleaning of this area being conducted.

The child minder provides a wide range of toys, books and games. They are of suitable design for the age of the children and in good repair. Generally, they are well organised and accessible to children. Resources are stored in the playroom on shelving units in concealed boxes at a level where children can independently access items or ask for support.

Leadership and Management

Adequate

The child minder offers a home from home service to the children and parents who attend the setting. The child minder has addressed all the non-compliances and nearly all the recommendations previously identified. Recommendations not met will remain in place for the child minders attention.

A suitable statement of purpose mostly reflects the service offered, enabling parents to make an informed choice. The child minder has an adequate range of policies, procedures, and documentation to support the running of the service. The child minders complaints policy does not include all the required elements such as the required timescales when responding to complaints. Contracts are in place, which are signed and exchanged with parents prior to a child starting at the setting. Parents complete permission forms giving their consent for the child minder to carry out a range of activities. For example, attending outings and having contact with the family pet. However, the child minder has recently begun using electronic forms which do not capture all the required details.

The child minder reviews the quality of her care annually and produces a report. The review considers the views of parents and other professionals. The views of children are not sought. The report is very limited and does not consider all aspects of the service or identify areas for improvement. The child minder ensures her Disclosure and Barring Service (DBS) certificate is up to date. However, the child minder does not ensure all family members who are over the age of 16 years and are considered as household members are known to Care Inspectorate Wales (CIW) or have undertaken a suitable DBS check. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder understands the importance of working in partnership with parents, ensuring the children in her care receive the correct support to meet their individual needs. She communicates with parents verbally and via a social media app. Parents we spoke with were highly complementary about the child minder and the service she provides.

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
20	The registered person must ensure proper provision for the welfare and care of children. They must ensure children are appropriately cared for on the school pick up / drop off.	Achieved

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
20	The child minder must ensure all family members who are considered part of the household and are over the age of 16 years have acquired an enhanced criminal certificate within the required timescale. The child minder must be satisfied all household members over the age of 16 years are suitable to be in the company of children in their care.	New
38	The child minder must complete regular fire drills to ensure all children are aware of the procedure to be followed in the event of a fire.	Achieved
25	The child minder must ensure that children in her care are protected from avoidable risks to their health and safety.	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	Ensure the complaints policy includes all the required details.
Standard 18 - Quality assurance	Ensure the annual quality of care report includes all aspects of the service and identifies areas for improvements.
Standard 5 - Records	Ensure all electronic records include the required details.
Standard 24 - Safety	Ensure the correct child car/booster seat is used in accordance with the most up to date government guidance.
Standard 20 - Child protection	Ensure that knowledge and understanding of safeguarding policy and procedure is consistent.

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, procedures and documentation in place to support the running of the service is followed robustly.

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 10/06/2024