



Inspection Report

Bernadette Allerton

Cardigan



Date Inspection Completed

27/04/2021

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About the service

Type of care provided	Child Minder
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	4 July 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No

Summary

Children make choices and are listened to; all attempts at communication are valued. Children are encouraged to speak and express themselves. Children are settled and form positive emotional attachments. The children feel secure, happy and comfortable. The children's rights are respected and there are positive bonds of affection. The children are beginning to co-operate, take turns and share while younger children are beginning to develop a sense of right and wrong. The child minder is consistent in her approach to behaviour management. The child minder sets realistic boundaries and uses appropriate sanctions having regard to the children's stage of development. Children have access to furniture, equipment, toys and materials that are appropriate and suitable for their needs. The child minder creates a positive ethos whereby the children feel valued. The child minder is caring and responsive with children. The environment at the service is generally safe and reasonably well maintained indoors and outdoors. However, the child minder does not always comply with all regulations relevant to leadership and management and does not always meet the National Minimum Standards for Regulated Childcare (NMS). On this occasion, we have issued priority action notices and areas for improvement. These are noted in the back of the report.

Well-being

Children have some opportunities to make choices and decisions about what affects them. Children are content and show enjoyment. They have a sense of belonging and are becoming familiar with routines. Children's feelings, likes, dislikes and needs are met as they are forming bonds of affection. Interactions between the children and the child minder are positive and children show appropriate levels of interest and engagement in their play and learning.

Children are listened to at the service. The children are happy, confident and comfortable in the care of the child minder, approaching her for comfort and cuddles. Throughout the inspection, children had free play opportunities; the children chose to play happily in the sand pit outside and built sandcastles. The children asked to have the bubble machine and their wants and needs were listened to. The older children are beginning to co-operate by playing together and taking turns; while for the majority of the time the toddler was playing individually. Children have some opportunities to make choices and decisions about what affects them.

Children are comfortable in the child minder's home. We saw that children had a trusting relationship with the child minder. We saw the children confidently approach the child minder with toys to indicate that they wanted the child minder to play with them. Children are beginning to feel sufficiently safe, happy and valued. Overall children play contentedly. Children's behaviour was mainly good. They play appropriately with the resources and respond to the child minder. The children we saw were very young and behaved, and interacted in line with their age and stage of development.

Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. We saw children having opportunities to prepare their own toast by applying the butter. The children were also supported in doing this when needed and the child minder asked, "shall we do this together". The children have choice and they chose between grapes or banana to have with their toast at snack time. The children were encouraged and praised by the child minder for eating their snack independently.

Children are mostly polite and use good manners. The children are generally engaged and show respect for property and people. They follow the rules, which affect others and look after the toys and resources.

Care and Development

The child minder is developing her understanding and is working towards implementing policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. The child minder implements appropriate cleaning and hygiene practices. The child minder ensured that children washed their hands before and after eating their snack and she wiped children's noses regularly. We also saw the child minder wiping down the nappy changing mat with anti-bacterial wipes. The child minder keeps children safe and healthy.

The child minder generally implements the behaviour management policy and uses positive behaviour management strategies. She listens to and respects children's views, demonstrating warmth, kindness and a caring nature. She is sensitive to the needs and experiences of the children. The child minder provides quiet time for children to rest or have quiet time in the lounge on the sofa or on a large beanbag, which she placed on the floor.

The child minder encouraged the children to feed themselves and she helped the younger toddler where appropriate. The child minder managed interactions between the children satisfactorily. We heard the child minder talk to the children in a kind and gentle manner, we heard her explain to the children why they needed to share the tools in the sand, and take turns. The child minder encourages the children to help tidy and praised children when they followed her instructions.

The child minder is aware of her duties and responsibility to report concerns in relation to safeguarding and she explained to us what she would do if she had any concerns. The child minder is aware of the procedures for child protection. She was able to identify risks and understood the services child protection policy.

The child minder listens to and respects children's views. She provides an appropriate range of play activities. We heard the child minder giving the children choice of what they wanted to play with "*would you like the prams and babies or do you want to carry on playing with the sand?*" The child minder listens to what the children want to play with. The child minder plays alongside the children and models positive behaviour "*1, 2, 3 – tap, tap, tap. Building sandcastles. Well done, good girl.*"

Environment

The child minder uses basic systems to keep the environment safe and secure. Safety gates are in place where necessary. The child minder uses the children's artwork to

decorate the main entrance hallway. The front garden is enclosed. The child minder completes satisfactory general risk assessments. She completes monthly fire risk assessments and fire drills but does not record them. The child minder generally ensures that children are supervised adequately and knows the difference between acceptable and unacceptable risk for the age group of children. However when we arrived at the service the children were playing alone in the front garden while the child minder had taken another child indoors to the back of the property where she did not have a clear view of the other children.

The child minder uses her main front living room as the children's playroom. This was warm and comfortable. The child minder ensures that the children have access to an adequate range of toys and play materials. There are additional toys stored away which are rotated regularly. The child minder ensures that the indoor premises is welcoming and child friendly; it provides a sufficient environment for children to play and rest. However, a large section of the garden play area is over-grown with nettles, which are close enough to sting the children. We also saw that the child minder's pet dog's chews were in the main play space outside and the dog's food bowl was on the floor in the kitchen. The children could access these easily. The child minder provides a mainly suitable environment.

The child minder ensures that the children have access to furniture, equipment and toys that are appropriate for their age, needs and stage of development. We saw vehicles, tractors, rattles, stacking toys, threading activities and ramps for cars. The child minder provides equipment that is well maintained and clean. During our visit, we discussed with the child minder the need for toys and resources that promote diversity and celebrate numerous cultures. Since our visit, the child minder reassures us that she has purchased some new resources, which will promote diversity. We saw that children sit on booster chairs at the dining table during lunchtime. Other various items such as highchairs, buggies and potties are available. The child minder ensures that the resources and equipment are varied and of an acceptable quality.

Leadership and Management

We have issued Priority Action Notices in relation to the record keeping, quality of care report, statement of purpose, supervision of children and the child minder's ratios. The child minder has not acted on the recommendations from the last inspection. The child minder currently lacks engagement with CIW. For example, notifying us of relevant household

members. Communication has improved slightly during the course of this inspection and the child minder has responded to CIW requests for information.

The child minder has public liability insurance and has appropriate vehicle documents in place. However, she has not registered with the Information Commissioner's Office. On our arrival, the children were playing outside the front of the premises unsupervised while the child minder settled another child inside the house. On the day of inspection, while caring for four children the child minder undertook a drop-off of two children at a local primary school. As a result, she was looking after one too many children under five years of age for a short time.

The child minder does not always ensure that she keeps appropriate records. At this inspection, we found that the child minder failed to keep all the required records. For example, not all children's contracts had been signed accurately. The child minder has not gained the relevant permissions from all parents. During the visit, we found that the child minder took one child on the school drop-off but this child's parents had not signed the permission form for this to happen. Emergency medical consents were not in place for the children even though this was a requirement of the child minder's own emergency medical policy.

The child minder promotes positive partnerships with parents. As part of the inspection process, we gained the views of two parents and they confirmed they were happy with the care given. One parent stated, *"My son loves going to see Bernie. He always comes out happy and gets excited when he knows he is going. He always does exciting, creative or adventurous themed projects and trips including forest walks, the beach and crafting days. He also has lots of encouragement."* The child minder keeps parents up to date regularly through verbal communication during drop off or pick up. The parents are also aware they can make an appointment to discuss their children's progress if required.

The child minder has not reviewed the quality of her service since 2018. She has not gained the views of the parents of the children that are cared for. This is an annual report, which should be available for inspection, when requested.

The child minder has implemented some basic policies and a risk assessment was in place for the premises. The child protection policy is updated and her knowledge and understanding of child protection procedures is accurate. The child minder provided us with a satisfactory Internet/IT policy, Complaints policy, Behaviour policy and a Lost/not-collected child policy after the inspection.

Recommendations to meet with the National Minimum Standards

R1 Ensure that all risks are minimised in the children's play areas;

R2 use disposable gloves and aprons when dealing with bodily fluids such as nappy changing;

R3 complete the online e learning for the prevent radicalisation training;

R4 consider ways to record forward planning and the monitoring of children's progress;

R5 provide a copy of the latest safety check on the heating system;

R6 develop a method for recording the process for emergency fire evacuation;

R7 register with the 'Information Commissioner's Office'.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None

Areas where priority action is required

Ensure that the number of children under five years of age looked after at any time is no more than three.

Regulation 9 (1) (a)

Regulation 9 (1) (b)

The Statement of Purpose did not contain all of the information required by the regulations.

Regulation 15 (1) (b)

Regulation 15 (1) (c)

Regulation 15 (1) (d)

No quality of care review had been undertaken since 2018, the Child Minding and Day Care (Wales) Regulation 2010 requires this to be done at least annually. Action: A quality of care review of the child minding service provided must be carried out, it must take account of the views of parents and children. This review should be developed into a report and uploaded via CIW online to evidence that it has been done.

Regulation 16 (1)

Regulation 16 (2) (a)

Regulation 16 (2) (b) [i]

Regulation 16 (2) (b) [ii]

Regulation 16 (3) (d)

The registered person is not always consistent in keeping clear and accurate records. Children's files were available during inspection but were not always completed consistently and key pieces of information were missing from some children's records. Attendance registers were not always completed with sufficient detail. The registered person must, at all times, maintain accurate and clear records, preserve every entry in the records for a period of three years from the date on which the last entry was made and make the records available for inspection by the Welsh Ministers at their request.

Regulation 30 (1) (a)

Regulation 30 (1) (b)

The registered person has not ensured that children are closely supervised at all times.

Regulation 20 (1) (b)

We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

The registered person must notify CIW of the occurrence of any of the events set out in Schedule 4 and must at the same time provide the Welsh Ministers with any information specified in that Schedule in respect of that event. This is because the child minder has not fully engaged with CIW's request for information, either when contacted by phone or email.

Regulation 31 (1)

Regulation 31 (1)
Sch4.01(1)(b)

Regulation 31 (1)
Sch4.01(2)

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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