



Inspection Report

Louise Jones

Neath



Date Inspection Completed

27/05/2021

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About the setting

Type of care provided	Child Minder
Registered places	10
Language of the setting	English
Previous Care Inspectorate Wales inspection	6 October 2017
Is this a Flying Start setting?	No
Does this setting provide the Welsh Language active offer?	No

Summary

This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.

Children feel secure, happy, and comfortable at this setting. They have a positive relationship with the child minder and she knows them well. The child minder promotes the children's well-being appropriately. She has brief policies, procedures and risk assessments in place, however some need to be updated. There is a caring atmosphere and the child minder meets children's individual needs successfully.

Children receive care in a safe, secure environment. The child minder ensures there is space and facilities to encourage children to play and learn. She provides toys and play equipment which are age appropriate and in good condition. Her home is welcoming and friendly.

The child minder manages the setting effectively overall. She works well with parents to give them information about the children's well-being and care, and they speak highly of her.

We have identified an area for improvement in relation to reviewing the quality of her setting. We have also made four recommendations at the end of this report.

Children play freely, and express themselves positively. They walked into the house confidently after the school pick-up. Younger children communicate well, both verbally and non-verbally. For example, a child nodded 'yes' when the child minder asked if she wanted to put the toy in the water, and later on, when asked if they wanted a sandwich they shook their head 'no'. Children chose where and what they want to play with; for instance; when a child was asked if they wanted to eat lunch or play outside, they chose to play outside with the water.

Children are generally happy and content. Interactions between children and the child minder are good. For example, a child enthusiastically 'cooked' a cheese roll in the oven for the child minder using the play kitchen, and happily asked what colour the animal was in the matching game, keenly mimicking what the child minder had just asked.

Children are interested in their play. They play freely with the resources available, moving from one activity to another after an appropriate amount of time. For example, when a child had finished playing with a colour sorting game, they chose to play with the dolls in the water. Children have the opportunity to play indoors, outdoors and within the local area, such as the park and playgroups, when open.

Children are developing their independence skills well, enabling them to do things for themselves. For example, they have opportunities to feed themselves, to wash their hands, and a child attempted to put on their shoes and close the Velcro strap, with some support offered from the child minder.

Care and Development

The child minder promotes the children's personal safety and well-being well, and has adequate policies and procedures in place. She has processes in place to safeguard children effectively. She attended a child protection course in 2019, and confidently answered a safeguarding scenario appropriately. The safeguarding policy is detailed, however it does not include reference to 'The Wales Safeguarding Procedures for children and adults at risk of abuse'. The child minder keeps children safe by giving them regular safety messages, such as "*You've got too much in your mouth – little bit at a time*".

The child minder has a satisfactory behaviour management policy in place. She follows the policy and uses it appropriately, as she praises children for their good behaviour regularly. We heard "*well done, you are amazing*" when a child put the strap on their shoe. The policy mentions bullying, although not how she would deal with instances should they arise. The child minder interacts well with the children and recognises when they need reassurance, or are tired. For example, when she asked a child if she was tired, and the child nodded, the child minder encouraged her to rest on the settee. She also reassured a child when they asked if their parent would be picking them up soon.

The child minder promotes children's health and hygiene satisfactorily. The child minder has a first aid box, but the contents were out of date. She has a current first aid certificate. The child minder does not provide food, and children bring their lunch from home. She follows correct storage and handling of the lunches; however the child minder's food hygiene certificate has expired. She encourages children to wash their hands before eating food, and has liquid soap and paper towels available. The child minder wears gloves to change children's nappies, but did not wear a disposable apron. She washes her hands after nappy changing, and sanitises the mat appropriately.

The child minder is aware of the children's individual development, and uses basic developmental charts. The child minder encourages language skills effectively. For example, she asked a child to move the wheel backwards and forwards, and asked "*is it too heavy?*" She discusses children's development with parents, and professionals, if appropriate. The child minder stated that she had written activities plans; however, due to the pandemic, most of her time is now spent outside. The child minder provides very basic Welsh within her setting.

Environment

The child minder ensures that the environment is safe and secure, overall. She had made improvements since the last inspection. For example, she has installed additional fire alarms and added stickers to the patio doors, to minimise the risk of children accidentally running into them. The child minder has basic risk assessments for the house and garden, but these are not dated. The child minder undertakes regular fire drills; but does not record the exit used for each practice. The corridor to the cloak room has items stored along the wall, which the child minder confirmed she is going to address; this will allow a clear pathway for children to use the toilet independently.

The child minder's premises is spacious and welcoming. The playroom is bright room with ample floor space to play and patio doors leading onto a secure, enclosed rear garden. The garden has a sectioned off grassed area which is not currently used by minded children. The child minder provides a range of suitable outdoor activities. For example, she had set up a selection of toys outside, such as a kitchen, water trays, dolls and prams. The child minder uses the garden and outdoor play spaces as often as possible, this includes trips to the park, shops and playgroups.

The child minder has appropriate resources and equipment for a range of ages. She uses the kitchen table for children to have lunch and has appropriate child sized plates. She also has booster seats for the car. The child minder had some multi-cultural dolls, which reflect our diverse society.

Leadership and Management

The child minder runs her setting appropriately, and she is organised. She keeps all records in relation to children's contracts and their preferences. The child minder has almost all

appropriate parental permissions in place, although she does not have parental permission to seek emergency medical treatment. The child minder has appropriate paperwork to keep records such as accident/incident forms, although she stated there had been no accidents or incidents to date. She now also has suitable paperwork to keep medication records but has not had to administer medication since the last inspection. The child minder has up to date certificates such as public liability insurance, car documents and boiler service. She has the required Disclosure and Barring Service checks in place, keeps accurate attendance records of when the children arrive and leave, and visitors are recorded.

The child minder has a satisfactory range of policies, procedures and risk assessments. There are some policies which are detailed and dated, such as the Covid risk assessment. However, most of the others are brief or undated; such as the safeguarding procedure. As more than one version of some policies were provided, it was difficult to determine which version was the most recent. She has a statement of purpose, which mostly reflects her setting; however she has not included the pet fish or information about the out of bounds grassed area outside.

The child minder has, in the past, reviewed and evaluated her setting effectively. She has actioned requirements as part of her food hygiene inspection. She provided a quality of care report dated 2020, which included the views of parents. However, she has not completed a review on the setting for 2021, which she stated was due at the beginning of the year. The child minder has implemented almost all of the recommendations from her previous inspection. For example, she includes the year on her fire drill records and has developmental records in place for the children in her care.

The child minder promotes positive partnerships with parents well. She keeps parents up to date regularly through verbal communication and use of private messages. As part of the inspection process, we spoke to parents and they confirmed they were very happy with the care given.

Recommendations to meet with the National Minimum Standards

R1 Update policies and procedures and include dates of reviews, and remove old documents. Add to the behaviour policy, information on how bullying is dealt with

R2 Attend food hygiene training

R3 Re-new the out of date contents in the first aid box

R4 Adhere to the Infection Prevention and Control guidance 2019 for Child Care Settings (0-5 years) in Wales (Nurseries, Child minders and Playgroups)

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

The child minder had been contacted by a parent to collect 2 extra children from school. as she had no seats spare, a friend was asked to take them in their car, which the parent agreed to. Therefore the children were not supervised at all times by the child minder. Safeguarding and promotion of welfare: 20.–(1) The registered person must act as a child minder or provide day care, as the case may be, in such a way as to– (a) promote and make proper provision for the welfare of relevant children; and (b) make proper provision for the care, education, supervision and, where appropriate, treatment, of relevant children.

The child minder must keep a staff file on her assistant Kirsten Wells, in line with the regulations

All medication given to children must be recorded, permission given from the parent, and signed by the child minder when administered.

Contracts must be in place for all children cared for, even on an ad hoc basis.

The statement of purpose must be updated to include the assistant, Kirsten Wells, the correct CSSIW telephone number, the numbers and ages of children who can be cared for and routines.

Staff and children's registers must be in place to record the accurate attendance times.

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

All medication given to children must be recorded, permission given from the parent, and signed by the child minder when administered.

Where providers fail to improve we will escalate the matter by issuing a priority action notice. Where providers fail to take priority action we may escalate the matter to an Improvement and Enforcement Panel.

Areas where priority action is required

None

Areas where improvement is required

failure to evaluate the service and seek parents and children's views on the care for 2020/2021.	
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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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