



Inspection Report

Lisa Combarro

Bridgend



Date Inspection Completed

30/04/2024

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About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	7 June 2018
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>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

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

Summary

Children are happy and confident. They are settled and have a strong voice. Children have established relationships with one another and the child minder. They follow their own interests and are independent.

The child minder implements her policies and procedures well. Children are safe, secure, and healthy. The child minder is caring and knows the children very well. She supports children's needs successfully, introducing clear rules and boundaries.

The child minder's home is a safe place for children. She provides children with a variety of resources and equipment. Children access the kitchen/ diner which leads onto a large, enclosed garden.

The child minder runs her service suitably. She has made improvements following her last inspection. The child minder understands her responsibility to comply with the national minimum standards and regulations. There are strong partnerships in place.

Well-being**Good**

Children have a strong voice. They freely make choices and decisions about the activities and resources they want to play with. They confidently ask, *“Can I have pencils please?”*, when mark making, with their wishes met. Children positively interact with us, Care Inspectorate Wales (CIW) telling us they enjoy attending and sharing their favourite activities.

Children are happy and settled. They know the routine well. On collection from school, children greet the child minder with a hug. They have positive relationships with each other, as many attend school together. Children receive support and reassurance, if needed. We saw children engage in role play and use their imaginations well. For example, when ‘shopping’ and playing with small world characters.

Children express enthusiasm and enjoyment. They smile, laugh, and interact well. Children cooperate and share. Children confidently discuss animals they have seen on holiday and talk about the differences in their skin and fur. They successfully explore the environment and engage in a range of play opportunities.

Children are interested in their play. They follow their own interest and engage in activities of their choice. For example, mark making and role play. They develop effective conversations and clearly enjoy imaginative play. With children asking, *“how much is this?”* *“it’s one thousand dollars... cash or card?”* Children access a range of opportunities at the child minders home and in the local area, which promote their all-round development.

Children have strong independence skills. They follow instructions and listen very well. Children take their coats and shoes off when entering the setting. They access the bathroom and independently wash their hands. Children take responsibility for their own belongings. For example, putting their pictures safely in their bag to take home with them.

Care and Development

Good

The child minder implements her policies and procedures to promote safety for children. She holds current certificates in child protection, first aid and food hygiene. She is aware of her responsibility to safeguard children. The child minder ensures accident, incident, and medication records are complete and signed by parents. Parents provide a packed lunch for children who attend all day. The child minder provides a light breakfast or snack before or after school. A light snack of fruit and water is available if the children request. There are effective cleaning and hygiene practices in place. Children sanitise their hands when arriving in the care of the child minder, prior to having a snack. Older children access the bathroom and regularly wash their hands. Following the inspection, the child minder confirmed rather than having individual towels, she has introduced paper towels. The child minder ensures effective cleaning systems are in place. No nappy changing was viewed; however, the child minder explained her nappy changing procedure.

The child minder understands her behaviour management policy and implements positive strategies successfully. She knows the children very well and engages with them effectively. The child minder reminds children about rules and expectations when walking home after school, with all children following instructions well. For example, walking in pairs and staying on the inside of the pavement, as well as using 'stop, look and listen' whilst crossing any roads. She regularly offers encouragement and praise and reminds children to share when needed. We heard her say, "*well done*", "*that's fantastic*" and "*good girls*". She interacts with warmth and kindness. Many of the children have attended the setting for some time.

The child minder is aware of children's individual development. Although, at present development records are not in place, due to the age of the children attending. Basic information about children's day is kept in the daily diary. The child minder provides a range of play and learning activities, supporting children's learning through play. She encourages counting, colour, and shape recognition through the activities provided. Activities are mostly child led. No Welsh was heard being spoken by the child minder. The child minder confirmed they visit local parks, areas of interest and play groups.

Environment**Good**

The child minder ensures the environment is suitably safe, secure, and very well maintained. There is a secure front entrance, with a side gate and entrance door for the use of child minding. The child minder ensures all visitors sign in. There are basic written risk assessments in place. However, not all activities are risk assessed, for example school runs. The child minder confirmed she undertakes daily visual checks, both inside and outside, prior to play. The child minder undertakes checks on her smoke alarms. However, regular fire drills are not always complete. She ensures annual gas safety checks are in place, with a new boiler recently fitted. Cleaning routines reflect good hygiene. Safety gates are in place at the bottom of the stairs, although children do not access this area of the home. All areas of the home are organised, well maintained, clean and tidy.

Children have free-flow access within the kitchen diner area, where children play. There is a downstairs bathroom, which is easily accessible from the kitchen and outside area. There is direct access to the large, secure garden. There is ample space for children to engage in physical activities, such as balls and ride on toys. There are small and large tables and chairs for children of all ages.

The play space is light and bright, with a variety of resources and equipment. Most of which are available for children to access independently, or stored close by, for the child minder to easily retrieve, at children's request. There is a variety of play and learning resources, which are developmentally appropriate and of suitable quality. For example, block play, role play, games, relaxation areas, and mark making. There is suitable equipment for the ages of the children who access the service, for example, prams. The child minder confirmed she has a range of car seats which are suitable for children from birth to twelve years.

Leadership and Management

Good

The child minder is very experienced and runs her setting well. She complies with the national minimum standards and regulations. Improvements have been made following her last inspection and she has taken prompt action to address improvements during this inspection visit. Regulatory information is organised, and she ensures accurate records are in place. Registers with children's arrival and departure times are maintained. Following the inspection visit, she has confirmed she will record any household members present whilst minding. All household members have up to date disclosure and barring service (DBS) checks and are subscribed to the update service. Following the inspection visit, the child minder has updated her Statement of Purpose and made changes to her setting via her online account.

Children have accurate and complete contracts, with consent forms in place. The child minder has systems in place to review contracts and policies, which include dates of review. However, some policies need further review as well as the introduction of further policies following changes at the setting, for example an ICT policy. The child minder has up to date certificates such as public liability insurance, and car documents. The child minder is currently not registered with the ICO (Information Commissioners Office).

The child minder reviews and evaluates her service. She has a recent quality of care report. Although she seeks the views of parents and children, this is not included within the review. She discusses improvements made and future plans but does not reflect this within her self-evaluation. The child minder keeps up to date with mandatory training and has undertaken additional training to develop her knowledge, such as Additional Learning Needs (ALN) training.

The child minder has strong links with the local schools and regularly attends local playgroups. She promotes positive partnerships with parents; keeping parents up to date, through private messages and verbal conversations at the start and end of the day. As part of the inspection, we have gained very positive feedback from parents, with comments such as "*Lisa is amazing*".

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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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 24 - Safety	Ensure regular fire drills are undertaken
Standard 22 - Environment	Develop thorough risk assessments to reflect all aspects of the provision, including regular review dates
Standard 18 - Quality assurance	Develop policies to reflect current provision, ensuring they reflect changes in legislation and undergo regular review

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)
Develop the use of Welsh
Consider registering with the Information Commissioners Office

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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Date Published 29/05/2024