



Inspection Report

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Porthcawl



Date Inspection Completed

07/09/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	27 February 2019
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.

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<u>Well-being</u>	Good
<u>Care and Development</u>	Adequate
<u>Environment</u>	Good
<u>Leadership and Management</u>	Poor

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

Summary

Children have a strong voice. They make choices and decisions about how they spend their day with the child minder. Children know each other and the child minder well, they are happy, settled and interact confidently. They follow their own interests and are competently developing their independence skills.

The child minder promotes children's health adequately. She interacts positively with the children and provides lots of encouragement and praise. The child minder is aware of children's individual needs and promotes their learning and development suitably.

The child minder has thorough policies and risk assessments in place to ensure the environment is safe, secure, and well maintained. The child minder provides a wide variety of equipment and resources for children to access.

The child minder runs her setting suitably and complies with most of the national minimum standards and regulations, most of the time. However, significant improvement is required in some areas. We have issued one priority action notice in relation to safeguarding children and highlighted one area for improvement in relation to informing Care Inspectorate Wales (CIW) of any significant events at the setting.

Well-being**Good**

Children are confident communicators. They have good opportunities to make choices and decisions about activities and resources they want to play with. We saw children freely engaging in a variety of play opportunities, confidently accessing the role play kitchen, and instigating a den building activity. Children choose what they would like for their snacks and lunch.

Children are happy, settled and cope well with separation from their parents or carers. They have positive bonds of attachment with the child minder and other children. Children receive support and reassurance, having cuddles and comfort, if they are upset or tired. They are familiar with routines. For example, whilst using the bathroom, at meal and rest times.

Children express enthusiasm and enjoyment. They laugh and engage with each other and the child minder. Children interact well, sharing resources and helping the child minder to tidy up. Older children help younger children and engage with them in their play. All children enjoy playing a game of 'peek a boo' whilst hiding in the den they have built together.

Children are interested in their play and learning. They follow their own interests and access resources independently, such as arts, crafts, and vehicles. They engage happily in play with different resources such as colourings and wooden building blocks. Children have good opportunities at the child minders home and in the local area, which promote their all-round development.

Children are developing their independence skills positively. Younger children are supported to wash their hands, whilst older children do so independently. Children feed themselves at mealtimes and clear their dishes away when they have finished. They follow instructions well, such as helping to tidy up. Children take responsibility for their belongings, such as putting pictures in their bags and competently putting their shoes and coats on and off.

Care and Development

Adequate

The child minder understands her policies and procedures to promote safety for children, most of the time. She completed a 'Safeguarding children' course in February 2023. The child minder is aware of her responsibilities to safeguard children, although there are inconsistencies, which is further discussed in leadership and management. She holds current first aid and food hygiene certificates. She completes appropriate accident, incident, and medication records.

The child minder provides all snacks and meals for children, with a suitable healthy drink. She provides a sample menu for an overview. She has systems in place to support children with dietary needs and intolerances. Most cleaning and hygiene practices are effective. We saw the child minder clean tables and the floor following meals. Children regularly access the bathroom and wash their hands. The child minder follows her nappy changing policy. However, hygiene practices in-between nappy changes are not always effective to reduce risk of infection.

The child minder understands her behaviour management policy and implements positive strategies consistently. She engages with children at their level and sits on the floor with them. The child minder knows children very well, with some children and families attending her setting for a few years. She has positive relationships with children, offering encouragement and praise. We heard her say "Wow", "Good idea, give me a high five!" and "Well done everyone this is teamwork!". The child minder encourages good manners repeating 'please' and 'thank you'. She interacts with warmth and kindness. We saw her give children cuddles and sit them on her lap following a nap and to complete activities.

The child minder is aware of children's individual development. She maintains an overview of children's development and a progress board in the playroom shows children's current achievements and next steps. She is now introducing further records of developmental milestones and parental involvement. She provides a range of play and learning activities, indoors and out. For example, we saw the child minder sit with children, learning colours and counting, building towers with wooden blocks, and completing insert puzzles. They celebrate festivals and promote diversity through some of the resources and activities available. For example, the child minder provides materials which reflect different cultures and can be used for dressing up, den building and in role play. The child minder keeps a list of celebrations to promote a range of events over the year. No Welsh was spoken by the child minder.

Environment**Good**

The child minder has thorough policies in place and ensures the environment is safe, secure, and well maintained. The front door is secure, and visitors sign in. A secure exterior side door provides direct access into the playroom. The childminder has thorough risk assessments in place. Following the initial inspection visit, they have been developed and now include review dates. Risk assessments cover areas within the home, car, school runs and local visits such as park, beach, and playgroups. The child minder also completes a risk assessment sheet, alongside daily visual checks. She undertakes and records regular fire drills. Following our inspection visit, these now include more detail. The child minder ensures an annual gas check is undertaken. The child minder has a pet dog, who is kept away from the main play areas. Children have supervised contact with the dog and consent forms are in place. The child minder's home is light, bright, and well maintained. Children have access to a playroom, with an adjoining bathroom. There is also a small preparation kitchen area within the playroom. The large living room adjoining the dining and playroom is mainly used for sleeping and relaxing. Double doors from the rear of the playroom allow direct access into the secure garden.

The child minder ensures the environment meets the children's needs and enables them to reach their full potential. Inside, there is a suitable range of equipment, which children can access independently or with support from the child minder. The outdoor play space is secure, although the child minder confirmed this is currently not in use due to on-going building work. Outside resources will be reinstated once the work is complete. Children will also have access to a greenhouse and vegetable patch, allowing them to grow fruit and vegetables.

The child minder provides a range of quality, developmentally appropriate play, and learning resources. There is a range of resources to ensure children have a variety of choice. For example, construction play, mark making, reading books and role-play activities. The child minder provides suitable equipment for the ages of the children who access the setting. For example, large and small table and chairs, prams, and highchairs. The child minder confirmed she has a variety of car seats which are suitable for the ages and stages of children who attend the setting.

Leadership and Management

Poor

The child minder runs her setting suitably and complies with most of the national minimum standards and regulations, although improvement is required in two important areas. A significant event occurred during a school collection which impacted on children's safety. She did not implement her policies or risk assessments in practice on that occasion. Since the incident, the child minder has reviewed and reflected on her practice to ensure such incidents do not occur in the future. We, CIW, have issued a priority action notice and the provider must take immediate action to address the issues. The child minder did not notify CIW of the significant event within the required 14-day timescale. We expect the child minder to take action to address this and we will follow this up at the next inspection. The child minder has acted promptly following the inspection to provide CIW with information in relation to the incident.

The child minder keeps accurately maintained records. For example, registers record actual times of children's arrival and departure. Following the inspection visit, the child minder has started recording household members present, whilst she is minding. She has also confirmed she will ensure her own children, who are included in her child-minding ratio, are recorded on her daily register. The child minder ensures all household members disclosure and barring service (DBS) checks are up to date. An accurate statement of purpose has been provided following the inspection visit.

The child minder ensures accurate and complete contracts are in place, with a range of consent forms. Following our inspection visit, the child minder updated these to include children's home language and ethnicity. The child minder reviews her policies at least annually. Following her last inspection, she has implemented internet/social media and pet policies. Since our visit, she has further updated key policies to reflect recent changes in legislation. The child minder has up to date certificates such as public liability insurance, ICO (Information Commissioners Office) and car documents.

The child minder reviews and evaluates her setting well and produces a thorough quality of care report. This includes parental and children's views. The review describes how she intends to improve her setting. For example, providing more open ended, child led play, alongside developing her outdoor play area.

The child minder keeps up to date with training and uses resources available to her through her related professional memberships. For example, accessing grants to develop her setting. The child minder promotes positive partnerships with parents, keeping parents up to date, through verbal conversations and the use of private messaging. As part of the inspection process, we gained feedback from parents via an online questionnaire. Comments were very positive, stating the child minder was "*Excellent*" and "*...provides a loving environment for all the children to grow and develop...*".

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
20	The registered person must promote the welfare and care of children at all times, including when undertaking school runs. Ensure policies and risk assessments in relation to school runs are implemented fully, at all times.	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
31	Ensure CIW are notified of all significant events within appropriate timescales.	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 consistent and effective hygiene practices whilst undertaking nappy changing
Standard 5 - Records	Ensure registers accurately reflect when child minder's own children are attending and included within the child minding ratio

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 language within the setting

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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