



Inspection Report

Sarah Moss

Hengoed



Date Inspection Completed

13/10/2023

About the service

Type of care provided	Childminder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	9 May 2023
Is this a Flying Start service?	
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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Summary

This was a focused inspection, and on this occasion, we did not consider all themes in detail.

Children are happy and feel safe in the childminder's care. They develop positive relationships with their friends and the childminder. Children are confident to express their ideas and opinions. They have adequate opportunities to make decisions about how they spend their time at the setting. Children have some opportunities to develop their independence skills.

The childminder delivers warm, nurturing care. She knows the children well. The childminder has begun to develop processes to support children's development and enable them to follow their interests. The childminder has some policies, procedures, and documentation in place to support children's health and safety. However, improvements are required to ensure children are always kept safe and healthy.

The childminder provides a secure environment for children, where they can play and relax. Consideration is given to how a calm environment supports children's learning. Fire drills are carried out and some adequate records are maintained.

The childminder offers a home from home service. She has begun to address some of the several recommendations and non-compliances raised during the previous inspection. However, further improvements are required to ensure children and their families benefit from an improving and safe service.

Well-being

Children have adequate opportunities to make choices and decisions about how they spend their time at the setting. They move freely around the childminder's home, choosing from a suitable range of toys available, which are of interest to them. Children express themselves confidently, as they know their ideas and opinions are listened to. For example, a child expressed how they did not want to participate in snack time. The childminder responded positively, and the child continued their play until they were ready to sit for their snack.

Children are very happy and enjoy their time at the setting. They enjoy being in the company of the childminder and their friends. For example, children happily communicate with each other and the childminder, babbling and making physical gestures when building with blocks. Children form warm and affectionate relationships with the childminder. A child initiated sitting on the childminder's lap, when seeking comfort and reassurance for a few moments, they then returned to their play, happily. All children receive praise for their efforts and achievements, which makes them feel happy and valued. Children know the setting routines well, which makes them feel secure, comfortable, and relaxed. Children enjoy their play and benefit from a suitable selection of play and learning opportunities. They are interested and fully involved in their activities. Children are developing their concentration skills. They engage with activities for an appropriate length of time in line with their age and stage of development. For example, a child played for a period of time making noises using various objects to bang together. There were lots of smiles and giggles when the noise was loud.

Children have some opportunities to develop their independence skills, enabling them to do things for themselves. Children feed themselves competently and nearly all are encouraged to drink from beakers which are suitable for their development.

Care and Development

As this was a focused inspection, we have not considered this theme in full.

The childminder has adequate practices in place to keep children safe and healthy. She has completed a suitable first aid course to strengthen her understanding of the role and responsibilities when administering first aid, enabling her to respond appropriately. The childminder has processes in place to record, maintain and review accident and incident records. She implements some procedures to support children when administering medication by following her policy. However, the policy does not detail all procedures to be followed. For example, the policy does not detail how medication will only be administered in line with the terms of the childminders insurance policy. Also, how all medication must be clearly labelled with the child's name.

The childminder does not have a suitable understanding of the process to follow should she have concerns about a child. The safeguarding policy does not contain all the required details in line with the Wales safeguarding procedures. The childminder took immediate action following the inspection to address the concerns. She recently undertook safeguarding training to develop her knowledge and awareness of the procedures to follow to strengthen her understanding and skills when dealing with any safeguarding matters. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The childminder does maintain a record of visitors to her home. She does not record children's times of arrival and departure or when she provides care for family members who are under the age of twelve years. Making it unclear as to the number of children the childminder is caring for at any given time. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The childminder implements suitable procedures when transporting children during key routines such as, collecting children from school. However, the procedures are not documented to ensure all elements have been robustly considered.

The childminder has a lovely manner with the children and delivers warm, nurturing care. She knows the children well and is considerate when meeting their individual needs. The childminder has begun to carry out basic observations and plan activities to support the child's next steps. She continues to build her understanding to ensure activities planned are appropriate to promote the child's next steps effectively. The childminder does not use simple Welsh language words or phrases to promote children's understanding of the Welsh language and culture.

Environment

As this was a focused inspection, we have not considered this theme in full.

The childminder provides a secure environment, where children can play and relax. Regular fire drill practices ensure children know how to leave the premises safely in the event of an emergency. Records are kept but details such as specific dates, times and who was in attendance are not recorded. The records do not reflect the learning which has been identified during the drill to better inform future practices. The childminder ensures that children's play and learning is not impacted by background noise, such as by having the television on while children are playing.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full

The childminder offers a home from home service to the children and their parents who attend the setting. The statement of purpose provides an accurate picture of the service available so parents can make an informed choice. The childminder has begun to review her policies and procedures to ensure they reflect current practice and include the required details. Contracts are in place and are signed and exchanged with parents prior to a child starting at the setting. As part of this process parents are required to give their consent for the childminder to administer emergency first aid.

The childminder has begun to address some of the several recommendations and non-compliances raised during the previous inspection. The childminder does not self-evaluate or plan for improvements on an annual basis, so children and their families do not always benefit from a consistently improving service. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The childminder has become a member of an umbrella organisation to support and extend her knowledge from accessing further learning opportunities. For example, the childminder recently attended an online reflection session on how to promote the Welsh language in her setting. The childminder has not ensured that she and any household members over the age of sixteen years have up to date disclosure and barring service checks (DBS). Therefore, CIW cannot be confident that the childminder or relevant household members are suitable to be in the company of children, putting children at potential risk. The childminder took immediate action to address the concerns and has begun the process to complete her and relevant household members DBS checks. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

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
9	The child minder has not undertaken her role of registered person with sufficient care, competence and skill, to ensure children are safeguarded and their welfare promoted	Achieved
9	The child minder has not undertaken any training since registration to improve her knowledge and understanding of her role as a registered person, of child care, or of child development	Achieved
14	The child minder has conducted her service whilst failing to take into account a significant proportion of the requirements set out by the NMS (National Minimum Standards), and of which many were highlighted at the last inspection undertaken by CIW	Achieved

	and no action has been taken to address	
24	The child minder has operated her service whilst failing to ensure that she holds an appropriate and current certificate in paediatric first aid	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
30	The child minder must ensure sufficient measures are in place to accurately record the attendance of each child they provide care for at any given time.	New
22	The child minder must ensure herself and all members of the household over the age of 16 years have acquired an enhanced criminal certificate within the required timescale. CIW must be satisfied that the child minder and all household members over the age of 16 years are suitable to be in the company of children in their care.	New
16	The child minder must ensure a review and written report is maintained on an annual basis regarding the quality of care provided within their setting.	New
20	The child minder must ensure she has sufficient knowledge in her role and responsibilities when dealing with safeguarding matters. The child protection policy must include all required regulatory details to support the child minder to safeguard children.	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 7 - Opportunities for play and learning	Record children's development and use this information to plan activities which will promote children's next steps
Standard 24 - Safety	Record fire drill in sufficient detail
Standard 11 - Medication	Review the medication policy, ensuring it contains all the required details.

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)
Include the Welsh language in the provision
Review policies to ensure they reflect current practice, current guidance, and up to date names and contact details of organisations cited, such as CIW
Record procedures followed for key routines such as transporting children, ensuring they are robust.

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Date Published 04/12/2023