



Inspection Report

Sarah Moss

Hengoed



Date Inspection Completed

09/05/2023

About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	8 May 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	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>	Adequate
<u>Care and Development</u>	Poor
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

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

Summary

Children are content and settled within the service. They have formed warm relationships with the child minder, which helps them feel safe and valued. Children can make some choices about how they spend their time, and they are confident in their environment. Opportunities for children to develop skills are not sufficiently well supported.

The child minder provides some appropriate care and supervision to children. However, she has not undertaken any training since 2016 to build her knowledge of childcare practices and she has a very limited understanding of her responsibilities towards supporting children's welfare and their development.

The home provides sufficient space for children to play and explore in comfort. The space is suitable, welcoming and in good repair. Children benefit from an appropriate range of resources to promote play.

Many areas of leadership and management are ineffective and require urgent attention. There are adequate policies and procedures in place. There is no system for monitoring the quality provided by the service. Records and recording systems are not sufficiently effective.

Well-being**Adequate**

Children make choices and enjoy the time they spend at the child minder's home. They are confident to speak up and make their needs and wishes known, and all forms of communication are respected. They have some opportunities to follow their play interests and to make decisions and choices about what they like to do. For example, a child gestured to the small wooden ride on toy and the child minder acknowledged their non-verbal communication to ride on it and helped them up.

Children are content and settled. They have developed reliable relationships with the child minder and are confident to approach her for guidance or comfort. We saw children enjoy exploring stickers and glue, and playing with mud in the garden, at which they persevered. Children interact positively with the child minder and are beginning to learn the expectations in the setting.

Children find some enjoyment in their play and concentrate on activities for an appropriate amount of time. We saw children were active and curious throughout the inspection. They moved freely around their play space, interacting with toys that the child minder had set out. A child found a large bean bag and threw it very competently and controlledly for their age towards the child minder, who caught it. She congratulated the child and threw it back gently. It bounced on the child's head and they shrieked excitedly.

Children have some opportunities to develop new skills and practicing some independence. They are given time and space to select their own toys and follow their own interests, supported by the child minder when required. A young child showed confidence in looking through resources in the playroom, picking out toys and moving happily from one play activity to another. One child found a book which the child minder had displayed for them. They opened it the right way up and explored the lift-the-flaps.

Care and Development

Poor

Children do not benefit from good procedures, or from a child minder with sound knowledge of how to keep children safe and healthy. She did not demonstrate a secure understanding of the principles of child protection and safeguarding, or the confidence to follow safeguarding procedures appropriately. The child minder failed to maintain paediatric first aid training so that she can meet children's needs, as required by the regulations. She also failed to ensure that Disclosure and Barring Service (DBS) checks for herself and the relevant members of her household were updated as necessary, which is also a regulatory requirement. The child minder does not provide meals for children, instead parents provide all food for their children in order to account for any individual dietary requirements. There are no recording systems in place to log accidents, incidents, safeguarding concerns, existing injuries or medication. These are also regulatory requirements.

Children are treated warmly, with dignity and respect. The child minder sets realistic boundaries and uses a fairly consistent approach to managing behaviour. She takes account of the children's age and understanding. We saw the child minder was positive and warm when guiding children's behaviour, using praise for positive behaviour and gentle reminders.

The child minder provides a caring environment for children. However, their development is not suitably promoted. She has limited awareness of the principles of the Foundation Phase curriculum or the new Curriculum for Wales. She takes into account some of children's interest and abilities, which helps children respond well, be interested and engaged. However, no records are maintained of children's development, and no activities are planned in order to promote children's next steps, despite being raised during the last CIW inspection. The child minder is not able to speak knowledgeably about the different skills she aims to develop in the children through the resources or activities she provides. No Welsh language is included in the provision, despite being raised at the last CIW inspection.

Environment**Adequate**

Children are cared for in a clean and safe environment. The child minder carries out a daily visual risk assessment and good cleaning routines throughout the play space. The front door was kept locked during the inspection and the garden access is kept secure when in use. Clean, hygienically maintained toilet and hand wash facilities are available on the ground floor, which older children use independently. The child minder maintains relevant insurances and an annual gas safety certificate for her home. She is aware of the need to maintain confidentiality. However, she has failed to register with the Information Commissioner's Office (ICO). Fire drills are undertaken regularly but records could be improved by including who took part on the practice and how successful it was.

The facilities and equipment provided meet the children's needs. The home is welcoming and friendly, appropriately maintained, and there is a good standard of cleanliness and repair throughout. The main play spaces are a large open plan kitchen and dining area, and conservatory. It is decorated in an inviting, child-friendly way, with pictures and mobiles displayed. The garden is accessed directly from the play space. The child minder told us that she is hoping to develop the outdoor space further shortly and include more planting and a mud kitchen. The television was on in the play space throughout our visit. On occasions, a child moved to the television to watch a programme they particularly enjoyed, but otherwise it was background noise. Background noise such as this can be detrimental to developing speech in young children, and is an unnecessary distraction from resources and activities children are exploring.

Children have access to toys and equipment that are appropriate and suitable to their needs. A small number of resources are stored within the play space, and these were adequate for the age and interests of the children attending. The child minder confirmed she had other resources to cover a wide range of play opportunities for all age groups stored elsewhere. We saw children freely exploring the resources available on many occasions, easily finding what they wanted to play with. They also particularly enjoyed playing in the tree house in the garden, using mud to 'cook' with in pots and pans.

Leadership and Management

Poor

The child minder does not run a safe service which can be relied upon, because many elements of the service fail to meet the requirements of the regulations and national minimum standards. The child minder has a Statement of Purpose in place which contains the information required, but it is not kept under suitable review to ensure it is always an accurate reflection of the service provided. Nor is it submitted to CIW to reflect changes in the service. The setting has policies in place that are mostly appropriate, although they require review and updating to bring them in line with relevant, current guidance. The child minder has failed to maintain the records necessary, as prescribed by the regulations. No register of children's attendance is maintained. There is no appropriate system in place for the recording of accidents, incidents, safeguarding concerns, existing injuries, or the permission and administering of medication. The child minder has failed to make necessary notifications to CIW, for example in relation to the presence of Covid-19 in the home, and a minded child experiencing a significant medical emergency which required attendance at hospital.

Children and parents do not benefit from a setting which is committed to high standards and improving outcomes for children. There is no system in place to ensure that the child minder undertakes formal self-evaluation on an annual basis as required by the regulations. No quality of care review has ever been undertaken. No self-assessment of service statement was submitted to CIW when it was requested. Insufficient action has been taken to address the recommendations raised in the last CIW inspection. Additional failures have been identified at this inspection.

Robust procedures are not in place to ensure the child minder is suitable to care for children. The child minder and relevant members of her household have allowed their DBS checks to lapse. The child minder has also allowed her first aid certificate to lapse. There is no evidence that any suitable system is employed by the child minder to ensure these things are updated as necessary, despite them being regulatory requirements. The child minder has also shown no commitment to her continuing professional development as she has undertaken no additional training courses to further improve her understanding of child care and related matters.

Children do not have their needs and preferences suitably identified, therefore compromising the potential for suitable quality care to be provided. Records for minded children do not contain all of the information required. They do not request the sex of the child or the child's date of birth, the GP the child is registered to, or any allergies or health needs. Not all contracts are completed suitably. Parents are given access to a folder of policies when they attend to organise care initially, but the child minder stated that she does not encourage parents to read the policies if they don't take interest themselves.

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
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	New
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	New
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 and no action has been taken to address	New

24	The child minder has operated her service whilst failing to ensure that she holds an appropriate and current certificate in paediatric first aid	New
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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
N/A	No non-compliance of this type was identified at this inspection	N/A

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

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

Reconsider how television is provided and how it impacts on other activities and children's experiences

Review policies to ensure they reflect current practice, current guidance, and up to date names and contact details of organisations cited, such as CIW

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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