



Inspection Report

Claire Raison

Pontypridd



Date Inspection Completed

20/02/2024

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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	5 December 2017
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 form warm relationships with the child minder and her family. They enjoy their time at the setting and are confident to communicate their needs.

The child minder is kind and supports children in a calm and positive manner. She is aware of the procedures she must follow to keep children safe and healthy. The child minder prepares fun activities and play experiences that promote children's development.

The child minder ensures her home is a safe and comfortable environment for children. She monitors and manages hazards and risks effectively. The child minder provides a range resources and facilities to enable children to take part in a variety of activities.

The child minder manages her setting well, in line with the National Minimum Standards for Regulated Childcare. Required policies and procedures are in place to ensure the smooth running of the setting. Parents are very complimentary of the child minder and the service she provides.

Children are happy and settled in the child minder's home. They can move freely around the playroom and choose independently from the resources stored at child height. Children are confident to follow their own interests and to express themselves to the child minder. For example, they confidently ask to go and view the new puppies and comment on how much they have grown. Children are involved in planning activities and future outings. We saw how the child minder writes lists containing children's ideas and then makes plans based on their choices.

Children have a warm, relaxed relationship with the child minder and feel secure in their surroundings. For example, children sit and cuddle with the child minder to have a story at the end of the day. They express enthusiasm and enjoyment with the child minder and talk fondly of memories they share together. Children are familiar with the routines and expectations which helps them develop a sense of belonging. We saw children arrive, take off their shoes and bags and store them in the hallway before going to wash their hand as they entered the playroom.

Children learn to share resources and play alongside each other well. They chat easily to the child minder about what they are doing and are eager to involve her and their peers in their discussions. For example, children describe what they are going to make during the craft activity and helpfully offer suggestions about their friend's projects. They cooperate and happily share resources, treating them with care and respect.

Children enjoy the activities available to them and concentrate for an appropriate amount of time. We saw younger children complete a craft project then move onto a different activity. Older children persevered with placing different shaped pasta onto their pictures and asked if they could carry on doing it the next day, which the child minder readily agreed to.

Children have opportunities to develop their independence and are encouraged to do things for themselves. For example, older children help lay the table before snack time and younger children access the toilet and choose toys independently.

Care and Development**Good**

The child minder has a good understanding of her responsibilities to keep children safe and healthy. She has up to date safeguarding training and is knowledgeable of the procedures to follow should she have any concerns about a child in her care. The child minder has current paediatric first aid training, enabling her to deal with any accidents or emergencies which may occur. Accidents are well documented, and the child minder obtains parental signatures, and shares a copy of the record. She implements effective cleaning routines and practices to help prevent the spread of germs. For example, she cleans surfaces before food preparation and meal/snack times and ensures children regularly wash their hands. The child minder supports children to have a healthy diet by providing nutritious meals and snacks.

The child minder is nurturing and caring. Her gentle, relaxed nature creates an atmosphere and environment where children feel safe and secure. She interacts warmly with the children and shows interest in what they say and do. The child minder frequently offers praise and encouragement and is a good role model to the children. She fully understands child development and its impact on children's behaviour. The child minder implements effective positive behaviour management strategies and is consistent in her approach. She involves children in devising house rules, which helps them understand, accept, and see the rules as fair. The child minder is always responsive and listens to the children's views.

The child minder plans a range of activities that are interesting and appealing to the children in her care. For example, at the beginning of the school holidays she gathers children's ideas for 'adventures,' which included mountain walks, soft play, a day at the beach and a visit to a small animal farm. In addition, she provides lots of opportunities for children to have free play. The child minder currently only offers before and after school care so time spent on activities is limited, however, she leaves their creations out so children can continue the next day. The child minder knows the children very well and meets their individual needs effectively. She provides beneficial support to children with additional learning needs, working in partnership with parents. The child minder promotes the Welsh language extremely well. We heard her frequently use words and phrases, read stories, and sing songs in Welsh with the children.

Environment**Good**

The child minder ensures the premises are safe and secure. For example, she keeps the front door locked and there are safety gates to the playroom and kitchen. The child minder keeps accurate records of children's attendance as well as of any visitors to the premises. She has a cleaning policy and rota in place which she follows to ensure all areas of the home and resources are clean and hygienic. The child minder conducts daily safety checks to eliminate any risks to children's health and safety. She undertakes suitable risk assessments for all areas of her home and regular outings such as soft play, the park and forest walks. The child minder regularly reviews and updates risk assessments which ensures they are relevant and effective at keeping children safe. Fire drills take place every month, so children know how to evacuate in an emergency. Smoke alarms are tested on a weekly basis. All routine maintenance checks for the building and appliances are up to date. The child minder ensures that her car and public liability insurance are current.

The environment is welcoming and child friendly. It provides light, bright and spacious areas for children to play and learn. The child minder's open plan design offers a lovely indoor space for children to move freely. There is a large playroom attractively organised to enable children to make their own choices about what they want to play with. The child minder provides a wide variety of toys, games and equipment and organises these well, so children can access them easily. Toy storage boxes are labelled with children's illustrations of their contents and English and Welsh signage. This helps children to quickly find what they want to play with and gives them a sense of ownership over their environment. The garden is not in use as it is currently not safe for children to access. The child minder told us of her plans to develop planting areas for children to take part in gardening activities.

Toys and equipment are clean and in good condition. There are resources to promote diversity and a multi-cultural society, such as dolls and books. The child minder ensures there is good quality furniture and resources to support children's independence. For example, child sized tables, chairs, low level toy storage, and two downstairs toilets one of which is child sized. Liquid soap and paper towels are easily accessible to support children's independence when washing their hands.

Leadership and Management

Good

The child minder has a good understanding of her role and regulatory responsibilities. There is a detailed statement of purpose available, which gives a clear and accurate description of the setting. This enables parents to make an informed decision about whether the setting can meet theirs and their child's needs. The child minder has well organised policies and procedures which she reviews regularly and shares with parents. Nearly all of these policies are up to date and contain current guidance. However, the pet policy does not include details of the pet's vaccinations or health treatments and the child protection policy does not refer to the current Wales safeguarding procedures (2019).

The child minder regularly seeks feedback from parents and children and uses the responses to inform future planning. She outlines some of the improvements made to date and those planned for the next year within a detailed annual quality of care review report. The child minder has addressed the recommendations from previous inspections and made positive changes to the setting and care provided.

The child minder has previously prescribed to the online automatic Disclosure and Barring Service (DBS) renewal service. Due to an oversight by the child minder the DBS for both the child minder and other household members is out of date. The child minder identified this prior to inspection and has started the process to renew DBS certificates. The certificates must be presented to Care Inspectorate Wales (CIW) once they arrive. This is an area for improvement, and we expect the child minder to take action. The child minder ensures CIW are notified following significant incidents or changes to the service as required by the regulations.

The child minder has developed positive relationships with parents and shares information effectively. Records provided show the child minder gathers all required information about children prior to them attending. This allows her to plan effectively and to work with families, ensuring children transition smoothly into her care. Parent feedback questionnaires show they are very happy with the setting and the care provided to their children.

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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20	Ensure provider's and all household members DBS certificates are up to date and are shared with CIW.	New
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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)
	No NMS Recommendations were identified at this inspection

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)
Update child protection policy to include Wales safeguarding procedures 2019
Update pet policy to include details of pet vaccinations and health treatments
Complete works in garden to ensure children can access outdoor play space

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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