



Inspection Report

Nadia Boyles

Swansea



Date Inspection Completed

11/01/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About the service

| | |
|--|---|
| Type of care provided | Child Minder |
| Registered places | 10 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | Manual Insert] 28 February 2020 |
| Is this a Flying Start service? | Manual Insert] 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. |

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

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

Summary

Children co-operate well, they play together and are learning to take turns. They are settled, happy, and comfortable in the care of the child minder. Children have some opportunities to make choices and decisions about what affects them and are developing their independence skills well.

Overall, the child minder promotes children's care and development suitably. Mandatory training is out of date. However, action has been taken to address this. The child minder provides children with a range of play and learning opportunities. She praises children for their efforts and uses positive reinforcement.

The child minder has basic systems in place to keep the environment safe and secure. We observed some unidentified risks. However, following the inspection, these have been removed and actions taken. Overall, the facilities are clean and appropriately maintained. The child minder ensures children have access to an adequate range of equipment, toys and play materials.

The child minder needs to make improvements to the leadership and management of her service. We have highlighted three areas for improvements, in relation to first aid, record keeping and fire precautions. There are several recommendations noted at the end of the report.

Well-being

Good

Children have some opportunities to make choices and decisions about what affects them. They freely choose what activities and resources they want to play with. Children are content and show enjoyment; we saw children laughing and giggling with each other and the child minder. They have a strong sense of belonging and are familiar with routines. Interactions between the children and child minder are positive. They show interest and engagement in their play and learning. For example, a child said to the child minder, "*I do eyes and mouth*" when drawing a face with chalk on the chalk board.

Children are listened to at the service. They are settled and happy in the care of the child minder. Children, including those who are settling in, receive regular comfort and cuddles. Throughout the inspection, children had free play opportunities. They played happily with role play tools, mark making, small world farm and messy play activities. Children are beginning to co-operate by playing together and taking turns, for example, sharing toys whilst playing with the 'zoo' animals.

Children are comfortable in the child minder's home. They separate well from parents; we heard children saying goodbye and eagerly begin their play. There are strong relationships with each other and the child minder. We saw children confidently talk to one another and ask questions. For example, asking, "Can you please play with me?" They play appropriately with the resources and respond well to interactions. Children are mostly polite and use good manners.

Children have good opportunities to develop their independence skills. We saw children access resources independently and seek out what activity they wish to play with. They support with tidying up and attempt to take off their own shoes. Children access the bathroom and wash hands with support from the child minder. Older children are encouraged to make their own sandwiches at lunch time with support if needed.

Care and Development

Adequate

The child minder understands her responsibilities to protect children, confidently describing the correct safeguarding procedures. However, her training in food hygiene, first aid and safeguarding has expired. The child minder has confirmed she is undertaking training in safeguarding and is booked on the next available suitable first aid training in March 2023. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder provides snacks including fruit, whilst parents provide a packed lunch. Appropriate cleaning and hygiene practices are in place. For example, the child minder and children wash their hands prior to meals and tables are wiped prior to eating at them. While we did not observe nappy changing as part of this inspection, a nappy changing policy is in place that outlines appropriate practices.

The child minder implements her behaviour management policy suitably. For example, we saw her encourage children to share with each other. She praises children for their efforts and uses positive reinforcement, for example, we heard “*good girl/boy*” in regular use. The child minder interacts with children at their level, sitting on the floor with them, promoting their play and learning. For example, when engaging in a messy play activity, she and the children poured dried rice into pans and containers listening to the sounds they make. The child minder is sensitive to the needs and experiences of children and individual efforts are recognised. She supports children, giving them cuddles and comforting them, when needing reassurance. She promotes verbal and non-verbal communication. For example, during mealtimes, an eating song was sung alongside sign language. No Welsh language was heard, although some bilingual books are available.

The child minder provides children with a range of play and learning opportunities. We saw children supported with counting, colour and shape recognition promoted in a variety of activities. Children enthusiastically engaged in ‘building and fixing’ with role play tools. The child minder has a suitable understanding of individual children’s development and recognise the milestones they achieve. However, this is not formally recorded. There is basic planning in place, although, this is not recorded. The child minder understands additional needs and her role in how to support and signpost parents to seek additional help if needed.

Environment**Adequate**

The child minder has basic systems in place to keep the environment safe and secure. Generally, the home is bright, clean, and appropriately maintained. The lounge is currently in the process of undergoing redecoration and is not in use. The house has fixed safety gates in place at the top of the stairs. A removable gate is in place at the bottom of the stairs, which the child minder confirmed is in use when young children attend. The child minder has a family pet, she has confirmed doors are kept closed to prevent pet access into the room's children are in. Following the inspection, a boiler service has been arranged.

Children have use of a designated playroom, lounge, kitchen, and downstairs bathroom. A secure, fenced rear garden is accessed through the back of the house. There was evidence of rubbish and hazards within the garden. However, the child minder confirmed the garden is currently not in use. There were some risks in the kitchen and bathroom area. After a new kitchen, cupboard locks had not been replaced. Following the inspection, the child minder confirmed door and drawer locks are now in place and unnecessary risks have now been removed from the bathroom. The child minder completes very basic risk assessments for the premises. Fire drills and tests have not been completed or recorded regularly. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder provides a suitable range of furniture, equipment and toys that are appropriate for children's age, needs and stage of development. We saw vehicles, building blocks, doll's house, books, and role play resources within the indoor environment. As well as resources suitable for younger children, such as a highchair and cause and effect toys. Equipment is generally well maintained. The child minder provides some toys and resources that promote diversity. Children access local parks, walks and playgroups to gain a range of opportunities.

Leadership and Management

Adequate

The child minder needs to improve the management of her service. She has acted upon some of the recommendations from the last inspection, however, has failed to maintain and uphold regulations consistently. The child minder has acted promptly during this inspection. For example, providing an up to date statement of purpose and responding to some of the recommendations highlighted. All household members have current and up to date Disclosure Barring Service (DBS) checks.

At the time of inspection, the child minder was not recording children or visitor's attendance. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following the inspection, the child minder has acted swiftly to implement a new system of recording actual times of children's arrival and departure, as well as ensuring a record of visitors and household members present whilst minding is maintained. The child minder ensures contracts are in place and individual information is available for each child. Written consent forms were not available, following the inspection, the child minder has confirmed written consent forms are now in place. Accident, incident, and medication records are available. Incident or medication records have not been completed recently, as they have not been required.

The child minder reviews her service and has completed a recent quality of care report for the year 2022-2023. She includes parental views and reflects upon recommendations to improve in the quality of care report, although children's voice is not included. The template in use, does not relate to childcare and play services.

The child minder has adequate policies in place. However, they do not include dates, therefore it is unclear if they have undergone review. She has current public liability insurance and suitable car documents. However, she is not registered with the Information Commissioner's Office (ICO).

The child minder promotes positive partnerships with parents. As part of the inspection process, we gained the views of parents and they confirmed they were happy with the care given. The child minder keeps parents up to date regularly through verbal communication during drop off or pick up times and using private messages.

Recommendations to meet with the National Minimum Standards

- R1. Undertake training in food hygiene alongside attending training booked
- R2. Introduce formal records/observations of children's individual development and planning to support them in their next steps
- R3. Ensure risk assessments are thorough and effective for all areas and activities
- R4. Ensure written consent forms are in place for children
- R5. Seek support from ICO
- R6. Include children's voice as part of the quality of care review
- R7. Update policies to include all relevant, up to date information and dates of review

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|---|----------|
| 24 | No one caring for relevant children has a suitable paediatric first aid qualification. Ensure that suitable first aid qualifications are maintained at all times. | New |
| 30 | The registered person does not ensure that all regulatory records are completed or available. Ensure that all regulatory records are consistently maintained and readily available. | New |
| 38 | The registered person does not undertake fire drills or testing of equipment. Ensure that regular tests and evacuation drills are completed. | New |
| 16 | Regulation 16 and 30 | Achieved |

| 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. |

Date Published 16/02/2023