



## Inspection Report

**Gemma Mason**

**Milford Haven**



### **Date Inspection Completed**

07/12/2022

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## About the service

Type of care provided	Child Minder
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	9 July 2019
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.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

## **Summary**

Children are happy and enjoy their time at the setting. They have fostered good relationships with the child minder and are developing bonds with other children. Children are confident communicators and make choices about their care and play.

Children develop well through the support they receive from the child minder during their play. They access activities that interest them and promote their individual learning needs. The child minder implements good policies and procedures to promote children's health and safety. Hygiene practices and routines are generally good and most safety measures are in place.

The child minder provides an appropriate environment for children. Resources are of satisfactory quality and are easily accessible ensuring they enrich children's experiences. Space is sufficient for the numbers of children cared for. However, the outdoor area needs developing. Risk assessments are in place but need to be reviewed.

The child minder provides a good quality service for both children and parents. Overall, she manages the service well although some improvements are required in relation to record keeping. The child minder reviews her setting and has made a number of improvements since the last inspection. Parents told us they are very happy with the service they receive for their children.

Children express themselves confidently because they know their wishes and choices are listened to. They select toys they wish to play with and engage the child minder in their play. For example, whilst playing with flash cards, children choose which pack they wish to use. Children have a good voice.

Children are happy and settled in the child minder's care, and confidently ask for support when needed. Children enjoy the activities on offer. For example, they smile and laugh joyfully as they play with the small ride on toys. During the Summer months, they enjoy visiting the local areas and using the small outdoor area. They take reading books and puzzles to the child minder and read books together.

Children have extremely good bonds with the child minder. They are comfortable in her care and communicate well with her. For example, children enjoy discussing their pet dog after identifying a flash card with a dog on it and express their feelings for the dog. Children's interactions are good. For example, they proudly engage with a flash card activity and engage in sustained conversations that are initiated from the flash card words. As a result, children have fun whilst learning and make progress in their speech and language. Children listen well and share resources with each other as they play indoors. Children show care and sensitivity towards other children.

Children are developing good independence skills. They reach for different resources and enjoy playing independently with a range of resources such as musical toys and craft activities. Children are developing their independence as they eat snack and carry their own plate to the table at lunch time. They help with age-appropriate household tasks such as emptying the washing machine under supervision and replacing the toilet roll.

## Care and Development

Good

The child minder follows good procedures to keep children safe and healthy. She implements her health and safety policies and procedures effectively. The child minder ensures she minimises the risk of transmission of infection through ensuring the children and herself wash their hands regularly and through regular cleaning. She supervises children as they wash their hands to ensure it is done properly. Parents provide a healthy packed lunch for children and the child minder stores them appropriately in the fridge until needed. There is a child protection policy in place and the child minder is confident in her knowledge and the procedures to follow with any child welfare concern. The child minder updates her first aid training and completes safeguarding training periodically to refresh her knowledge.

During the Summer months, the child minder provides opportunities for children to be active and get fresh air. For example, she takes the children into the garden, on walks around the local area and to larger parks.

The child minder has fostered very good bonds with the children and families and, as a result, she knows the children well. She communicates effectively with parents to keep her understanding of their needs up to date. She uses her knowledge of the children's interests and needs to provide suitable resources and activities such as bubble painting and crafting. This ensures she keeps children interested and helps them to learn. The child minder joins in with their play to support and extend their learning. However, the child minder does not keep written plans or records.

The child minder manages behaviour in a positive and consistent manner. She adopts a calm and positive approach to managing children's behaviour and is enthusiastic and kind in her interactions. She handles minor disputes between children calmly and sensitively. For example, she clearly explains the importance of sharing and taking turns. As a result, the children re-engage and play co-operatively. The child minder consistently implements a list of golden rules such as kind voice, kind hands and all children and parents are aware of the rules. She praises children for good behaviour and achievements and impacts positively on children's well-being. For example, children were very excited when she told them 'You're saying all these amazingly' after pronouncing difficult letters with accuracy. Her strategies allow children to be cared for in a safe, consistent and caring environment.

The child minder provides good opportunities for children to develop an understanding of cultures and diversity at different times of the year and promotes the Welsh dimension by preparing activities for the 'Santes Dwynwen Day' and 'St Davids Day' celebrations. She also secures parental permissions for such activities. The child minder does not provide the active offer of the Welsh language.

**Environment****Adequate**

The child minder ensures the environment is safe, secure and well-maintained. She ensures the doors and external gate are locked. She keeps a record of visitors to the property. The child minder told us she conducts regular fire drills however she does not keep a record. The child minder has basic risk assessments in place and performs daily visual risk assessments. However, the risk assessments are not regularly reviewed and updated. She ensures maintenance checks are conducted very regularly, takes action when required and keeps records. The child minder organises cleaning and hygiene practices, including regular cleaning of resources and toys.

The property is warm and welcoming. The playroom/lounge area provides adequate floor space for the children to play and the child minder uses the secure garden and outdoor play spaces during the Summer. However, the outdoor area is underdeveloped. There are suitable aids in the downstairs toilet for children to access easily. Children eat their food in the lounge and although the set-up is not ideal, it provides children with a satisfactory means of eating their packed lunches. Children are always supervised when eating.

The child minder has a variety of appropriate resources and equipment for a range of ages. Resources and play equipment are stored at a low-level and are accessible for children in line with their age and stage of development. There is sufficient space for children to move around freely and lead their own play. The child minder has some multi-cultural resources such as books, which reflect our diverse society. The environment supports children to develop their independence and enables them to learn through play.

## **Leadership and Management**

**Adequate**

The child minder has an appropriate understanding of her role and regulatory responsibilities. The Statement of Purpose is sufficiently detailed and reflects the current service. Parents can therefore make an informed decision about its suitability for their child. The child minder has a good procedure for obtaining permissions for activities such as taking children on walks, various activities and emergency medical treatment. She has up to date car documents and certificates such as public liability insurance. The child minder ensures all household members over the age of 16 years have a current Disclosure and Barring Service (DBS) certificate. However, the child minder does not always fulfil her responsibilities in terms of notifying CIW of significant events affecting the service. In the main, the child minder ensures her mandatory training is kept up to date.

The child minder has policies and procedures in place, which reflect upon her current practices. She is committed to providing a quality service for both children and parents. The child minder has a satisfactory range of clear policies and procedures, which in the main, reflect upon her current practices. However, the child minder does not regularly review the policies, meaning some information is not always up to date.

Record keeping at the setting is not always fully effective. The child minder has recently improved the way in which she records children's attendance. The child minder keeps full records in relation to children's needs and understands her responsibilities to keep personal information confidential. The child minder is registered with the Information Commissioner's Office (ICO).

The child minder completes an annual review of the quality of care she offers when required and actively seeks ways of improving the service. The child minder submits her Self-Assessment of Service Statement when requested by CIW.

The child minder promotes positive partnerships with parents. She makes every effort to maintain good relationships with parents and keep them up to date regularly through verbal and private messages. Before children start at the setting, the child minder asks parents specifically about their child's preferences, needs and abilities, and for any other information they need to share to ensure the best possible care for the child. The information is recorded and updated as necessary. Parents comment very positively on the service and the care the child minder provides.

**Recommendations to meet with the National Minimum Standards**



R1. Record fire drills

R2. Review and date policies regularly

R3. Regularly review and update risk assessments and policies

R4. Develop the outdoor area

R5. Further develop the planning for children's next steps and keep developmental records up to date

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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31	The Registered Person does not always notify CIW with all notifications required. The Registered Person must ensure that she notifies CIW of all events to be notified within 14 days.	New
30	The child minder had not kept records when she had administered medication to children.	Achieved

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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