



Inspection Report

Katie-Jo Coulston

Newport



Date Inspection Completed

17/04/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	
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.

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.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Adequate
<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 settled and have opportunities to make choices. They are happy and have positive bonds with the child minder. They are developing their independence and enjoy learning through play. Observations were limited due to the number of children present on the day of the inspection.

The child minder has some understanding of her role to keep children safe and healthy as well as managing interactions. She provides a range of different activities that promote children's development and learning.

The child minder ensures the environment is welcoming, secure and provides sufficient space for children to play. She offers a variety of toys and resources, which are clean and well maintained. Improvements are needed in relation to fire procedures and identifying risks. As a result, Care Inspectorate Wales (CIW) have issued an area for improvement and priority action notice, respectively, in relation to these matters. These are detailed at the end of the report.

Leadership and management of the setting needs improvement in order to meet the requirements of the regulations and national minimum standards. Some policies and documents are not available and many need to be reviewed. Whilst no immediate action is required, CIW have issued a further three areas for improvement and made a number of recommendations which are detailed at the end of the report. The child minder reviews the quality of her child-minding setting and acts on feedback. She has begun to take action to address some of the issues highlighted during the Inspection.

Children are settled and enjoy their time at the setting. They separate well from their guardians and run inside happily. They have some control over how they spend their time. For example, children have free access to toys and resources in a designated playroom within the setting. Children have a positive relationship with the child minder. For example, they are keen to show her that they have finished their painting. They are happy to see their artwork displayed. As a result, children gain a sense of belonging.

The childminder supports interactions between children. They are learning to play alongside children of different ages. They respond appropriately to the childminder's guidance and support when they need time away from each other. Children are learning to take turns and share toys. They approach the child minder spontaneously to seek reassurance and assistance. We saw a child approach the child minder for support with a game they wanted to play.

Children enjoy their play and learning. They engage in activities and concentrate for an appropriate length of time. For example, they play with the toy dinosaurs and then decide to look at the dinosaurs in a book. They approach us to show the book and are happy to discuss the different species. As a result, children are able to sustain interest in their chosen activity.

Children are familiar with routines and show a suitable level of independence. For example, they know where to keep their belongings and what toys they are allowed to access independently. They choose resources and activities that interest them, and they enjoy playing alone. Children are developing their communication skills. We heard a child talking to the child minder; with support they responded to questions about their morning. Children's responses improve as they repeat appropriately modelled vocabulary and respond to the child minders' guidance.

The child minder has a suitable understanding of how to keep children safe and healthy. She encourages children to be healthy and physically active by making good use of nearby parks and forest areas. The childminder has first aid kits available in the home and for outings. During the course of the inspection the child minder completed her paediatric first aid training which had recently expired. She is registered with the Food Standards Agency and has achieved a rating of five. However, she has not completed Public Health Wales's (PHW) infection control audit and doesn't have an exclusion policy for when children become unwell. The child minder understands the procedures to follow in relation to safeguarding children. She has a safeguarding policy in place; however, it has not been reviewed and does not include all the relevant procedures for an assistant to follow.

The child minder manages behaviour satisfactorily. She uses positive strategies to promote good behaviour. The child minder celebrates children's achievements. For example, she praises children's work saying "oh, lovely, that's really good". Observations were limited due to the number of children present on the day of the inspection.

The child minder has a good understanding of her role in helping children develop. She has developed warm relationships with the children and is responsive and sensitive to their needs. We saw the child minder provide snack to a child who had said they were hungry. She plans topic work for the children and their ideas and views are considered in the planning of the activities. For example, they grow their own fruit and vegetables and go on to learn how they can cook and eat their own food. The child minder makes very good use of the local area. For example, they visit the library to borrow both Welsh and English books about their chosen topic. She provides opportunities for the children to contribute to the wider community by growing food in communal gardens and regularly visiting the local forest area. The child minder keeps basic developmental records through observing children, and their achievements are recorded and shared with parents.

Environment**Adequate**

The child minder ensures the home is secure, and no unauthorised access is allowed. Visitors are asked for identification upon arrival and to sign in and out of the visitor's book. She completes general maintenance annually, such as the gas safety certificate. Some safety measures are in place, for example, the child minder ensures child safety gates are fitted on the stairs. However, the child minder's risk assessment is not effective. This is because risk assessments for the premises are not available and during our inspection some potential hazards were identified. For example, access to the kitchen is not restricted to children, cupboards are not secured to the wall and have pots that could fall and injure a child. The child minder has not actioned other recommendations made during registration. Whilst not an exhaustive list, these include risk assessing the cupboards and their contents, fitting stickers to the patio doors, and removing pet materials from the bathroom when minded children are present. These issues mean there are times when children are not protected from potential risks to health and safety within the environment. We have therefore issued a priority action notice. The child minder must take immediate action to address this issue. The child minder has since informed us that access to the kitchen has now been restricted and that she is continuing to make improvements. The child minder has a fire evacuation procedure and ensures children are familiar with it by completing monthly fire drills. However, recommendations from the registration report in relation to fire precautions have not been actioned. These include fitting smoke alarms horizontally and seeking advice from the fire service with regards to the evacuation procedures. Additionally, a fire risk assessment was not available. As a result, this is an area for improvement, and we expect the child minder to take action.

The home environment is warm, comfortable, and welcoming. The child minder provides a dedicated playroom for children as well as a lounge for relaxing and a table for mealtimes. The child minder has developed the outside to provide areas for planting and a tuff tray for messy play. She has restricted the lawn to pets and there is a small, covered area for children's activities. We did not see outdoor play during the inspection. The child minder provides opportunities for developing children's independence through the arrangement of resources in the playroom at low level and spaces to hang their belongings. The toilet facility is upstairs which older children use. The child minder uses an area in the lounge for nappy changing to maintain privacy whilst other children are present. However, disposable sheets are used and not a changing mat.

The child minder ensures that the children have access to a variety of good quality, appropriate play and learning resources. For example, dolls, construction sets, arts and craft and animals for small world play. Books and toys are kept at low level and children access these independently. The child minder rotates other resources in order to provide for the interests of different aged children that attend the setting.

Leadership and Management**Poor**

Leadership and management of the setting is inconsistent. The child minder has some policies and procedures in place; however, these are not all organised appropriately and not all are updated and current. There is no formal exclusion due to illness policy and the additional learning needs (ALN) policy does not reference the current code of practice for Wales. The child minder has a medication policy that provides forms for written consent and recording the administration of medication. However, some forms are incomplete. The child minder keeps records of accidents and incidents; however, some are missing parents' signatures. As a result, record keeping is inconsistent. While no immediate action is required, this is an area for improvement, and we expect the child minder to take action.

The child minder is committed to improving her service and actively seeks feedback from parents and children by sending out questionnaires. She provides a quality of care report annually, which includes the opinions of those who use her service. The child minder is committed to professional development and has completed further training such as sign language and forest schools. This training has a beneficial impact for children that attend the setting. However, the child minder does not always ensure that mandatory training is updated in a timely manner.

Since registration the child minder has employed a part-time assistant. The child minder ensures the assistant receives training to support them in their role. For example, they hold a valid paediatric first aid certificate and have completed safeguarding training. Some recruitment procedures are in place such as references and a disclosure and barring service check. However, the child minder does not hold work history for the assistant. Procedures for the management of staff do not meet all regulations as the child minder has not conducted regular supervision and appraisals for staff. While no immediate action is required, these are areas for improvement, and we expect the child minder to take action.

The child minder understands the importance of working in partnership with parents to ensure children receive support to meet their individual needs. For example, she produces individual risk assessments when required. Parent questionnaires analysed for the quality of care evidence positive views from parents. The majority of parents are happy with communication. The child minder informs them of their child's development, their day-to-day care and any issues that arise. She does this via a private messaging app and at handover. The child minder has engaged with the inspection process and following discussions has begun to take appropriate action to rectify matters highlighted.

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
25	The registered person must take all reasonable steps to ensure the environment is free from avoidable risk to children. They must carry out robust risk assessments for all areas of the premises and ensure they are effective in identifying and, as far as possible, eliminating risks to children.	New

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
38	The registered person must ensure adequate precautions against the risk of fire and make arrangements to consult with the fire officer to inform their evacuation procedures and risk assessments.	New
30	The registered person must ensure they keep accurate records in relation to accidents and medicines administered.	New
29	The registered person must ensure all assistants receive regular supervision and appraisal meetings.	New
28	The Registered person must ensure that full information or documentation is available in relation to the suitability of staff.	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 10 - Healthcare	Complete the Public Health Wales (PHW) infection control audit.
Standard 4 - Meeting individual needs	Review the additional learning needs policy and procedures to ensure it reflects the current code of practice in Wales.
Standard 10 - Healthcare	Establish a formal exclusion and illness policy and ensure this is shared with parents.
Standard 10 - Healthcare	Review the nappy changing policy and ensure all necessary resources are available and used.
Standard 20 - Child protection	Review the safeguarding policy and ensure it includes procedures for an assistant to follow.
Standard 10 - Healthcare	Ensure all mandatory training is updated in a timely manner.

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)
Review policies and procedures at least annually, and improve the organisation of documents to ensure they are maintained and available upon request.

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 31/05/2023