



Inspection Report

Christine Riviere

Pontyclun



Date Inspection Completed

29/03/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	7 August 2017
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>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children feel very secure, happy, and comfortable at this setting. They play freely, have fun, and express themselves well. Children choose toys and activities from the selection available. They have a very good relationship with the child minder.

The child minder provides a nurturing and caring atmosphere and meets children's needs successfully. She offers a range of free play opportunities and some planned activities for children to access independently or with support.

The child minder ensures the environment is safe, clean, and well maintained. The premises are homely, welcoming and well organised. The child minder provides an adequate range of resources, which provide opportunities to develop children's learning and physical skills.

The service is generally managed well. The child minder has an adequate range of policies and procedures in place. Communication with parents is effective.

Well-being**Good**

Children have a strong voice and feel comfortable to express themselves through verbal and non-verbal communication. Children have opportunities to make choices and decisions. For example, they play freely and make choices about the toys and activities they play with from the selection available.

Children feel safe, happy, and valued. They engage positively the child minder, receiving nurturing and appropriate responses. They are very settled and relaxed, coping well with separation. Children display positive emotional bonds of attachment with the child minder and seek out cuddles and reassurance. They know the routines well. For example, at mealtimes and nap time. Children are active and express enthusiasm and enjoyment. They have fun with the child minder. We observed children engaged and display clear enjoyment when playing with an indoor tent and tunnel for example.

Interactions between children and the child minder are consistently good. Children cooperate well and are actively engaged and interested in their play and the routines of the day. Children are treated with respect and their views are taken into account. For example, children are asked if they have finished their jigsaw activity and would like to play with something else.

Children confidently choose activities that interest them. They enjoy their play and learning, with freedom to safely explore their indoor environment. They have good opportunities to initiate their own play and to influence their activities. They freely choose toys from the resources available. They can choose to relax and have quiet times.

Children are developing their independence well, which enables them to do things for themselves successfully. They confidently access toys and resources from low-level storage and with appropriate support, feed themselves at mealtimes.

Care and Development

Good

The child minder has a range of basic policies, which promote the children's safety and well-being. However, the policies have no review dates in place. Her safeguarding training is up to date, and she has procedures in place to safeguard children, appropriately and confidently answering child protection scenarios. The child minder promotes children's health successfully. She holds current first aid and food hygiene certificates. There are systems in place to record accident, incident and medication administration. Effective hygiene practices are in place, with regular cleaning routines followed. The child minder is very aware of safety within her setting reminding children about their fingers when closing doors for example. She understands the need for children to engage in daily physical activity, providing indoor opportunities when the weather is poor.

The child minder has an appropriate behaviour management policy in place. She follows the policy and uses the management strategies consistently, praising children for their achievements and encouraging good manners. She positively models the language associated with good manners and acts as a good role model at all times. The children benefit from a flexible settling in period and the child minder is accommodating to the needs of the parents using the service.

The child minder provides a nurturing and caring atmosphere and gives responsive and tailored care. She is aware of the children's individual development. She knows the children very well and has a good understanding of each child's individual needs and routine. The child minder strives to understand and communicate with the children in her care. Her interactions with the children are positive demonstrating warmth and kindness. She looks for opportunities to extend learning, encouraging a child to make several attempts at a jigsaw puzzle rather than intervening too quickly for example. One parent who uses the service told us they were very happy with the service provided and added '*She takes him to the playgroup, plays outside, goes to the park and is generally great with him.*' She supports children in their free play, using incidental opportunities to extend discussion and learning opportunities.

Environment**Adequate**

The child minder ensures that the indoor environment is safe, clean and well maintained. She keeps the front entrance door locked. She practises fire drills at appropriate intervals. The child minder supervises children well and makes checks on sleeping children. She completes risk assessments for the environment.

The child minder's premises are welcoming, homely and well organised. The children benefit from a spacious lounge area, hallway and dining area. The areas are warm and bright with plenty of floor space to play. Within the hallway there is accessible storage containing age-appropriate toys and resources. Children are able to access a ground-floor bathroom, which is clean and well maintained. There is a secure, well-maintained garden to the rear of the property. The garden area was not used on the day of our visit due to poor weather. The child minder makes good use of local amenities such as attending playgroup and regularly visiting a local park.

Indoors, the child minder ensures the children have access to an adequate range of toys and play equipment that suit their individual needs. Toys and resources are stored appropriately, and the layout and design of the environment promotes children's independence. For instance, children can access play toys and resources themselves or ask the child minder to pull out what they want. The child minder ensures the play environment is homely and nurturing, providing some interesting activities and play equipment. Older children using the service after school have additional age-appropriate resources.

Leadership and Management

Adequate

The childminder runs her service well. She is organised and keeps all the required records. She has up to date car documents and certificates, such as insurance, in place. The childminder has an up-to-date satisfactory statement of purpose in place that reflects the service provided and meets the National Minimum Standards. She has a beneficial range of basic policies in place. Her training is up to date, and she has some understanding of current best practice relevant to the children in her care.

The child minder reviews and reflects upon her service and produces a basic quality of care report. She seeks the suggestions of people who use her service in her evaluation process. The child minder responds positively to information and advice given to improve her service and has engaged well with Care Inspectorate Wales (CIW) during the course of this inspection.

The child minder promotes positive partnerships with parents. Those who use the service tell us that she is very flexible accommodating changes due to school inset days for example. One parent told us that the child minder is *'kind, friendly and flexible. My (child) adores going there and will until (they) go to school.'* The child minder keeps parents up to date regularly through verbal communication during drop off or pick up.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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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)
Improve written policies to include evidence of review dates.

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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