



## Inspection Report

**Carrie Phillips**

**Neath**



**Date Inspection Completed**

12/01/2024

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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	11 January 2018
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><a href="#">Well-being</a></u>	<b>Good</b>
<u><a href="#">Care and Development</a></u>	<b>Adequate</b>
<u><a href="#">Environment</a></u>	<b>Good</b>
<u><a href="#">Leadership and Management</a></u>	<b>Adequate</b>

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

### **Summary**

Children are happy, settled and thoroughly enjoy their time at this setting. They play freely, are content, and communicate their needs confidently. Children choose toys and activities which interest them, from the selection available. They have positive and affectionate bonds of attachment with the child minder and each other.

The child minder provides a nurturing and caring atmosphere and gives responsive care. She offers a range of free play opportunities and some planned activities for children to access independently or with support. The child minder consistently uses positive behaviour strategies to good effect.

The child minder ensures the environment is safe, clean, and well maintained. The premises are homely, welcoming and organised. The child minder provides a good range of resources, which provide opportunities to develop children's play and learning. Improvements made to the environment have enriched the opportunities available to the children who attend.

The setting is generally managed well. Communication with parents is effective. The child minder is organised and maintains the required records to a good standard. We, Care Inspectorate Wales (CIW) have noted six recommendations at the end of the report and issued an Area for Improvement in relation to Disclosure and Barring Service checks. The child minder has acted swiftly to address any short coming identified during the inspection process.

## Well-being

Good

Children are happy, settled and thoroughly enjoy their time at this setting. Children have a strong voice and feel comfortable to express themselves. For example, children requested outside play and even though it was a cold day their choice was respected. Children have opportunities to make decisions which shape their day. For example, they play freely and make choices about the toys and activities they play with. Children were confident and keen to engage with us, Care Inspectorate Wales (CIW), during our visit.

Children engage and chatter away to the child minder, receiving nurturing and appropriate responses which makes them feel safe, happy, and valued. They are very settled and relaxed, coping well with separation. Children display positive emotional bonds of attachment with the child minder and are completely at ease with her. They know the routines well, for example at mealtimes and nappy changing time. Children are active and express enthusiasm and enjoyment. They have fun with the child minder. We saw children laugh and smile as they threw and tried very hard to catch pretend snowballs.

Interactions between children and the child minder are consistently good. Children are familiar with the routines of the day and cooperate well. They listen carefully to instructions when the child minder takes them to a school pick up for example and wait patiently while other children are safely strapped into their car seats. Children interact well with each other and are learning to share and take turns.

Children confidently choose activities that interest them. They enjoy their play and learning, with the freedom to safely explore their environment. They have some opportunities to initiate their own play and to influence their activities. For example, when the toy cupboard is open, children indicate they would like to get the blocks out and play with these. They can choose to relax and have quiet times.

Children have some opportunities to develop their independence skills, for example choosing which toys to play with and helping to tidy up. However, there are some missed opportunities to further develop independence skills. For example, introducing cutlery and letting children 'have a go' at feeding themselves during mealtimes.

## Care and Development

**Adequate**

The child minder has a range of beneficial 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 has up to date training in paediatric first aid. However, the child minder's food hygiene certificate was out of date. The child minder is aware of best practice in relation to food and nutrition. Sometimes the child minder offers water as an alternative to squash however this is not always the case. The child minder has a good understanding of allergy management and requests this information when a new child begins at the setting.

There are systems in place to record accident, incident and medication administration. However, accident records are not signed by parents. Effective hygiene practices are in place, with regular cleaning routines followed. The child minder is aware of the benefits of playing outside and physical development. She carefully monitored the temperature of the children during outside play and was mindful that they were appropriately wrapped up on such a cold day. The child minder prioritises children's safety during school runs.

The child minder has an appropriate behaviour management policy in place. She follows the policy and uses the positive management strategies consistently, praising children for their achievements and encouraging turn taking and sharing. She positively models the language associated with good manners and acts as a good role model at all times.

The child minder provides a nurturing and caring atmosphere and gives responsive care. She is aware of the children's interests, preferences and individual development. However, she does not maintain developmental records. The child minder is keen to develop this aspect of her service and is aware of the benefits of recording such information. She knows the children very well and has a good understanding of each child's individual needs and routine. She involves children in a variety of activities, both planned and free play. She supports children in their free play, using incidental opportunities to extend discussion and learning opportunities. For example, introducing a scoop when the children are playing with 'snow', modelling how to use it and then assisting the children as they learn to use it too. The child minder does not use Welsh to further develop children's play and learning.

## Environment

Good

The child minder ensures the indoor environment is safe, clean, and well maintained. The child minder keeps a record of the visitors to the premises. The front door is locked once the children have arrived, and the key is kept out of children's reach. She practises regular fire drills at varying times so children are familiar with this routine. Some risk assessments are in place for example for outings and the home setting. However, the child minder did not have risk assessments in place for the pet dog or multi-sensory activities. This has been swiftly rectified by the child minder, she has acted quickly to ensure that these areas of her provision are assessed.

The child minder's premises are welcoming, homely and organised. The child minder has added a playroom to her service which is located in the garden. This provides the children with a designated play space, accessible toy storage and plenty of room to play. The playroom opens directly to the garden area and the house is easily accessible. Several rooms within the house are also used, for example the kitchen is used for mealtimes and the children's belongings are stored in the porch area. Children can access an upstairs bathroom which is clean, well maintained and child friendly. The outside area is very well maintained and provides a safe area for children to play and develop physical skills. A covered area enables children to access outside play in most weathers. Careful consideration has been given to ensuring that the area is safe for younger children. There are a range of toys for outside play including ride on vehicles, a playhouse and mud kitchen. The recent improvements made to the environment have enriched the opportunities available to the children who attend.

Indoors, the child minder ensures the children have access to a good 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 warm and nurturing, she organises the space well so that it provides a good range of play opportunities suitable for the age range she cares for.

## Leadership and Management

**Adequate**

Generally, the child minder runs her service well. She is organised and maintains all the required records to a good standard. The child minder has up to date car documents and is registered with a professional association for childcare and early years. A statement of purpose is in place which has been updated during the inspection to ensure it is an accurate reflection of the service provided. The child minder attends training courses related to her role and is committed to continuing professional development. The child minder had an up-to-date Disclosure and Barring Service (DBS) certificate in place, however household members over the age of sixteen did not at the time of our visit. This is an area for improvement, and we expect the child minder to take action. The child minder has acted swiftly following the inspection to ensure that the necessary checks are in place.

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. As part of the inspection process, we gained the views of some parents and they confirmed they were very happy with the care given and felt that communication with the child minder was good. Parents informed us that the child minder is flexible and accommodating. The child minder keeps parents up to date regularly through verbal communication during drop off or pick up and using private messages.



### 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
	No SofP available	Achieved
	Quality of Care review system no in place - no completed report	Achieved
	Hazard and safety requirements	Achieved
	Records not maintained	Achieved
	fire drill practises not completed	Achieved

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
20	Ensure current DBS checks are in place for any persons over the age of sixteen that reside at the setting.	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	Ensure that food hygiene training is updated and promote children's access to healthy drink options.
Standard 5 - Records	Ensure that parents / carers sign the record of any accidents or incidents to acknowledge the entry.
Standard 8 - Nurture and well-being	Further develop opportunities to develop children's independence.
Standard 6 - Working in partnership with parents	To introduce and maintain records to track children's progress and development.

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)
Further develop the use of Welsh within the setting.
Improve written policies to include evidence of review dates.

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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