



Inspection Report

Lynsey Davies

Llanelli



Date Inspection Completed

27/07/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	22 October 2019
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates 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>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Excellent
<u>Leadership and Management</u>	Adequate

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

Summary

Children thoroughly enjoy their time at this setting. They feel happy, secure and comfortable. They play freely, are content and confidently communicate their needs. They have good choices and make effective decisions about what they want to do. Children choose toys and activities which interest them from the very broad selection available. They have positive and affectionate bonds of attachment with the child minder, the assistant and each other.

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

The child minder ensures the environment is safe, clean, and very well maintained. The premises are welcoming, homely and well organised. Detailed risk assessments and safety checks are in place. The child minder provides a very wide range of engaging resources, which extend children's play and further their development. Both the indoor and outdoor areas provide excellent spaces for children to play.

The service is managed appropriately. The child minder has a beneficial range of policies and procedures which are shared with parents. The child minder actively supports and challenges everyone to do their best. She works with parents to give them information and is committed to on-going improvements.

Well-being

Good

Children feel safe, happy, and valued. They are settled, relaxed, and clearly have a strong sense of belonging. They demonstrate secure relationships with each other through actions such as stroking one another's hair and smiling at each other during circle time. They are clearly cared for by a nurturing child minder who knows them very well. Children feel very much at home and know the routine well. For example, before lunch, they follow the childminder into the bathroom to wash their hands before sitting at the table. Children have a strong voice and feel comfortable to express themselves through verbal and non-verbal communication. For example during circle time children confidently request the coloured circle they want to sit on, *"I want the blue one please"*. As a result, their wants, moods and needs are valued. They have opportunities to make choices and decisions. For example, they are asked what they would like to do and respond confidently to the choices board.

Interactions between older and younger children are consistently positive. Older children support younger children to sit and join in their play with the sensory materials, *"she is the cutest girl."* Nearly all children cooperate well and are actively engaged and interested in their play. We saw younger and older children take part in role play together, dressing up and playing happily in the role play shop. Children are treated with respect and their views are considered. Children interact successfully, co-operating and learning to share with each other. For example, when two children wanted the same toy, with intervention from the child minding assistant, they agreed to take turns and carried on with their play.

Children confidently choose activities that interest them, for example role play, puzzles and accessing the sensory room. They thoroughly enjoy their play and learning. For example, children showed great enjoyment as they played a game of 'tag'. Children have freedom to safely explore the indoor and outside environments. They freely choose toys from the resources available which are on their level and easily accessible. Some children show creativity as they devise their own play. For example, whilst playing outdoors, a child placed the slide in front of the play tunnel and said this is how they wanted to access the tunnel. Children can also choose to relax and have quiet times on the sofa or in the sensory room.

Children are well supported in beginning to develop their independence and given ample opportunities to do so. They are actively encouraged to choose toys and activities which interest them. Children are competent in their use of cutlery and independently feed themselves. They attempt to change out of the role play costumes independently and are praised for doing so.

Care and Development

Good

The child minder understands how to ensure the children's personal safety and well-being and has policies and procedures in place to support this. She has detailed risk assessments, which identify risks and set out measures used to actively manage them. She prioritises safeguarding and has a thorough understanding of her responsibilities to protect children. However, assistants are not always confident of the procedure to follow if there are concerns. The child minder ensures assistants always have access to safeguarding information by displaying this visually. The child minder considers the children's health and safety well, storing medication safely and clearly recording and considering children's medical requirements and allergies. Babies' milk is prepared carefully, and they ensure the temperature is suitable. However, babies are not always held when being bottle fed. The child minder works well with parents to ensure children's sleep routines are followed. They check sleeping children, however there is no visual monitor in place if the child minder or assistant leave the area.

The child minder has thorough cleaning procedures and good hygiene practices in place. Hand washing happens thoroughly and frequently. The child minder encourages children to wash and dry their hands using warm soapy water and paper towels. Individual flannels are provided at snack and lunchtime. Both the child minder and assistant wash their hands thoroughly before and after changing nappies and clean the nappy changing surfaces thoroughly. They wear an apron and gloves during nappy changing. An apron is also worn for food preparation.

Discussion with the child minder shows that she knows the children well. The child minder understands the behaviour management policy and uses positive behaviour management strategies. She acts as a good role model and promotes good manners. We heard lots of positive behaviour reinforcement and praise throughout our visit. Interactions between the child minder, assistant and the children were very positive, exuding warmth and kindness. *"Oh gosh you make the most beautiful mermaid."*

The child minder creates a nurturing and caring atmosphere and has a thorough understanding of how to meet all individual needs and abilities. She is dedicated and motivated to provide care and educational activities designed to promote children's learning and play. The child minder is aware of the children's individual development. She plans activities based on celebrations and children's choices. She is aware of the children's next steps, which she records on individual development charts.

Environment

Excellent

The child minder ensures the environment is safe, clean and very well maintained. The child minder keeps the front entrance door locked. She keeps a record of the visitors to the

premises. There is a dedicated food preparation area which is kept clean and tidy. Children bring packed lunches from home for lunch, and these are stored appropriately. She practises fire drills at suitable intervals and completes safety tests on smoke detectors. She supervises children well and understands the difference between acceptable and unacceptable risk for the age group of children she cares for. The child minder completes thorough risk assessments for the environment and outings.

The premises are welcoming and very well organised. Children benefit from a dedicated play area which is homely, bright and engaging. The child minder's large, enclosed garden has been very well developed and includes a patio area and artificial grass. Resources for the outdoor area include a slide, ride on toys, mud kitchen, planting areas, plastic playhouse, trampoline and a wooden climbing structure. During the visit, the child minder provided children with plenty of opportunities for physical play outdoors. The child minder has developed a sensory room for the children indoors and this area provides a quiet area for children to rest and sleep when they need to.

The child minder ensures the children have access to a wide range of toys and play equipment that suit their individual needs. She has also ensured there are effective learning areas set up within the environment, including a role play area, a gaming room, a sensory room and craft area. Children's recent work is attractively displayed. The layout and design of the play environment promotes children's independence exceptionally well. For instance, children can access toys and resources themselves. The child minder ensures the play environment is homely and nurturing. Diversity is encouraged by exploring celebrations from differing cultures as well as through resources, including books, dolls and visual displays.

Leadership and Management

Adequate

The child minder runs her service appropriately. A statement of purpose is in place, which following the visit is in line with regulations and National Minimum Standards. The statement of purpose provides those who use the setting with an accurate reflection of the service provided. The child minder has a range of useful, easy to read policies in place which she shares with parents. Some policies and procedures were updated during the inspection process to state child minding business rather than day nursery. The child minder is suitably qualified and has a clear vision for her service. She has a strong culture of continuous personal development for herself and her assistants.

The child minder does not always follow thorough recruitment processes to safeguard children. During the visit, not all assistants and household members had up to date suitability checks. However, the child minder took immediate action following the visit and ensured suitability checks were mostly in place. As a result, this is identified as an area for improvement and will be followed up at the next inspection. The child manager manages assistants appropriately. She ensures they are deployed in an organised way, so they fully meet staffing ratios and children's needs. The assistants confirmed they are well supported in their roles. The child minder ensures assistants receive one to one supervision and appraisals. However, performance management is not fully embedded as there were no records in place for all assistants during the visit.

The child minder reviews her service and produces a quality of care report annually. She seeks feedback from parents and children to support her in the evaluation of her service and provides an opportunity to make suggestions for improvements to the service. However, the views of all service users is not actively included in the report at present.

The child minder promotes positive partnerships with parents. She keeps them up to date regularly through verbal, private messages and social media posts. People who use the service speak very highly of the care their children receive. They told us, *"They are amazing. We're really happy with everything. My child settled well and is developing well too"* and *"Really happy with everything. My child's speech has really come along here."*

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
------------	---------	--------

20	The provider is non compliant as a household member's DBS had expired.	New
28	The child minder employed assistants before all the relevant checks had been completed and the relevant documentation was in place.	Not Achieved
37	The child minder did not ensure that the door to the premises was kept locked.	Achieved

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 13 (Day Care) - Suitable Person	Ensure all assistants receive regular supervision and annual appraisal.
Standard 18 - Quality assurance	Ensure the quality of care review includes the views of all service users and reflects improvements made during the year.
Standard 12 - Food and drink	Ensure babies are held when being bottle fed.
Standard 20 - Child protection	Ensure all staff are confident on the procedure to follow within safeguarding.
Standard 24 - Safety	Ensure sleeping children are frequently checked and monitored.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 18/09/2023