



Inspection Report

Gemma Croydon

Neath



Date Inspection Completed

26/09/2023

About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	21 December 2017
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.

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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 have a strong voice. They confidently make choices about how they spend their time with the child minder. Children know each other and the child minder well, they are happy, settled and interact confidently. They follow their own interests and are competently developing their independence skills.

The child minder promotes children's care and development well. She interacts positively with children and provides encouragement and praise. The child minder is aware of individual children's needs and promotes their learning effectively.

The child minder has risk assessments in place, which have been developed during the inspection process. She provides a secure environment, with a wide variety of equipment and resources for all children to access. Children regularly visit areas of interest within the local community.

The child minder runs her setting suitably and complies with most of the national minimum standards and regulations. She organises her paperwork well. The child minder has acted promptly to address any recommendations as part of this inspection.

Well-being

Good

Children are confident communicators. They have good opportunities to make choices and decisions about activities and resources they want to play with. We saw children choose where they place their sleep mat at nap time, confidently telling the child minder when they are ready for their sleep. Children choose if they want to interact and take part in adult led activities.

Children are happy, settled and cope well with separation from their parents or carers. Some children, who have only attended for a short time have settled very well. They have positive bonds of attachment with the child minder and other children. Children receive support and reassurance, regularly having cuddles and comfort. They are familiar with routines. For example, whilst using the bathroom, at meal and rest times.

Children express enthusiasm and enjoyment. They babble, smile, and laugh with each other and the child minder. Younger children are beginning to cooperate with each other. For example, playing alongside one another in the role play kitchen, making a cup of tea. They are learning to share, with support from the child minder. Children sit together nicely at the table whilst eating their lunch and snacks.

Children are interested in their play and learning. They follow their own interests and engage in activities of their choice. We saw them play with small world animals, making noises which reflected the animal, enthusiastically saying “*raaar*” when choosing a lion. They confidently explore the home corner and use role play equipment. Children access a range of opportunities at the child minders home and in the local area, which promote their all-round development.

Children are developing their independence skills well. They support the child minder to tidy up and follow instructions. Children feed themselves at mealtimes and are provided with support, if needed. Children are encouraged to dress themselves independently, attempting to put their own shoes on. Younger children access the bathroom with support from the child minder.

Care and Development

Good

The child minder understands and implements policies and procedures to promote safety for children. She holds current safeguarding, first aid and food hygiene certificates. The

child minder is aware of her responsibility to safeguard children, appropriately answering safeguarding scenarios. She ensures accurate accident, incident, and medication records are maintained, complete with parental signatures. The child minder has systems in place to meet allergies and dietary needs. There are mostly suitable cleaning and hygiene practices in place. The child minder encourages children to wash their hands before meals, although shared towels increase risk of infection. Following the inspection visit, the child minder ensures children have individual towels to dry their hands. Highchairs and tables are cleaned after use. The child minder implements her nappy changing policy.

The child minder understands the behaviour management policy and implements positive strategies consistently. She supports children to share and engages with children at their level, sitting on low level chairs with them. The child minder knows children well and understands their needs. She offers encouragement and praise, we heard her say, “*Good girl!*” and “*You’re such a good helper!*”. The child minder promotes good manners. We saw her sit with children at mealtimes, reminding them to take their time whilst eating. The child minder interacts with warmth and kindness giving children cuddles, engaging and interacting with them. The child minder promotes a tranquil atmosphere at sleep time by playing calming music.

The child minder is aware of children’s individual development, with a range of records to review children’s progress. No formal planning is in place. However, topics and themes support ideas, which link to children’s development records. The child minder provides a range of play and learning opportunities. For example, we saw the child minder interact in adult led play on a one-to-one basis, with counting and matching activities. She successfully promotes the Welsh language. The child minder celebrates and promotes diversity through the activities and resources available. The child minder is aware of additional learning needs and is currently undertaking training, which she feels will support her setting further.

Environment

Adequate

Overall, the child minder ensures the environment is safe and suitably secure. The front door is locked, and all visitors sign in. The child minder completes basic risk assessments for the home and outings, with regular reviews. She confirmed she undertakes visual

checks daily. However, at the time of inspection not all hazards were identified within the written or visual checks and could have posed potential risk to children. Following our inspection visit, the child minder has acted swiftly to reduce risks and has further developed her risk assessments. The child minder undertakes regular fire drills and annual gas heating checks are in place. Overall cleaning routines reflect good hygiene practices. Stair gates are in place to prevent access to other areas of the house.

The child minder provides a large lounge, divided in two by an extended stair gate. There is an area for younger and older children, allowing for a variety of activities to be undertaken at the same time, with different age groups. There is a kitchen which leads to a downstairs bathroom. Outside, the garden is separated into different levels to provide a range of play and learning opportunities. However, this was not viewed as part of the inspection, as the child minder confirmed it is not in use during autumn and winter months. The child minder confirmed children regularly visit local parks, playgroups and play areas.

The child minder provides a range of resources easily available to children. These are mostly at low level for children to access independently. Further equipment is available on top of storage units, which are provided to children at their request. Some boxes are transparent with labels, allowing for easy viewing of the items inside. There is a selection of resources to ensure all ages of children have a variety of choice. For example, small world play, role-play activities, mathematic toys, construction, arts, and craft equipment.

The child minder provides suitable equipment for the ages of the children who access the service. For example, low level table, prams, highchairs, and travel cot. The child minder confirmed she has a range of car seats which are suitable for children from birth to twelve. The child minder has bilingual signs and resources around the setting which promote children's understanding of the Welsh language. The child minder monitors toys and resources to ensure worn or broken resources are removed and replenished with resources in line with children's interests.

Leadership and Management

Adequate

The child minder runs her service suitably. Overall, she complies with the national minimum standards and regulations. Nearly all household members have up to date disclosure and barring service (DBS) checks. Following the inspection visit, the child minder has ensured any outstanding DBS checks have been instigated. The child minder must keep Care

Inspectorate Wales (CIW) up to date with all significant events at the setting. Following the inspection visit, the child minder has provided an up-to-date Statement of Purpose and ensured all household members have been added via her online account.

The child minder organises her paperwork well. She ensures records are accurate. Registers are complete, with actual times of children's arrival and departure. Children have complete contracts, with a significant range of consent forms in place. She reviews her policies regularly. However, some require further development to reflect changes in legislation. Following the inspection visit a dated review system has been put in place. The child minder has up to date certificates such as public liability insurance, ICO (Information Commissioners Office) and car documents.

The child minder reviews and evaluates her service. She has a recent quality of care report with parental and children's views included as part of the review. The child minder is proactive in completing additional training. She is currently completing a course on additional learning needs and plans future training as part of her professional development.

The child minder keeps up to date with training and uses resources available to her through her related professional memberships. The child minder promotes positive partnerships with parents, keeping parents up to date, through verbal conversations and the use of private messaging. As part of the inspection process, we gained feedback from parents via an online questionnaire. Comments were very positive, stating *"Gemma is absolutely amazing at looking after my little girl"* and *"My child has developed significantly since being in the care of Gemma, her confidence has grown immensely and is always excited to go in the mornings"*.

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)
Standard 13 (Child Minder) - Suitable Person	Ensure DBS certificates remain current at all times for household members and keep CIW informed of changes to household members via the online account

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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