



Inspection Report

Alison Bradshaw

Swansea



Date Inspection Completed

30/01/2024

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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	18 June 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>Well-being</u>	Good
<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 happy, settled and form positive relationships with the child minder. Their voices are listened to, and their interactions are good. They are actively engaged in play opportunities and the resources offered to them. Children show enjoyment in their play and are beginning to develop their independence skills.

The child minder is caring and responsive to the needs of children. Interactions are handled in a gentle and caring manner, and she respects and listens to children's views and ideas. Hygiene processes were followed at the setting; however, food options were limited and did not reflect the Welsh Government's food and nutrition guidance for childcare settings.

The child minder keeps the environment safe and secure. There are a range of resources and activities that are suitable for different ages and stages of development. Most risk assessments are in place and fire drills are completed regularly. Some resources and areas are not well-maintained and there is a recommendation regarding this.

The child minder does not always comply with all regulations relevant to leadership and management and does not always meet the National Minimum Standards for Regulated Childcare (NMS). On this occasion, we have issued a priority action notice and areas for improvement.

Children have a good voice and are listened to. They are confident communicating their ideas and preferences with the child minder. For example, children asked to play music so they could perform a dance routine. Children seek reassurance and comfort from the child minder, and they are confident in their surroundings.

Children are happy and relaxed. They settle at the setting, enjoying exploring different toys and resources in the playroom with excitement. Children feel safe in the indoor environment and know the areas available to them. Children choose freely different toys and resources that interest them.

Children's interactions are good. They communicate well with each other and are beginning to share and take turns, appropriate for their age and stage of development. For example, they share and take turns playing with the cuddly toys and in the rocket tent. They are beginning to show good listening skills as they listen to prompts by the child minder who advises them of being quiet and calm when playing around younger children.

Children express enjoyment in their play. They choose the resources and activities they want to play with, which are at a low level and easily accessible for them. Children concentrate on tasks that are of interest to them. For example, they played excitedly with the rocking horse taking it in turns.

Children's confidence and independence skills are developing. They choose resources which interest them, enjoy playing alone, with their friends and the child minder. Children can do things for themselves in line with their stages of development, such as feed themselves and go to the toilet independently.

The child minder is aware of how to keep children safe, as well as her duties and responsibility to report concerns in relation to safeguarding. She was able to explain what she would do if she had any concerns relating to children and families in her care. The child minder has completed safeguarding training. However, this does not meet current requirements. The child minder is aware of the procedures for child protection and can identify potential risks to children.

The child minder implements appropriate cleaning and hygiene practices. She wears personal protective equipment (PPE), such as gloves and an apron during nappy changing. She washed her hands after nappy changing and before handling any food. The child minder ensures that the children wash their hands before eating their snack.

The child minder listens to and respects children's views, demonstrating warmth and a caring nature. She is sensitive to the needs of the children and provides quiet time for children to rest in the lounge when appropriate. The child minder managed interactions between the children in a kind and gentle manner, explaining the need to share and take turns with toys and resources. On a few occasions, the interactions did not take into account the behaviour policy. For example, one child threw toys around the room and this behaviour was not addressed.

The child minder encourages the older children to feed themselves, and when needed, she appropriately helps to feed the younger children. However, during the inspection healthy options for snack and lunch were not provided. For example, the snack option was biscuits and there were no fruit or vegetable options for lunch. This does not reflect the Welsh Government's guidance for food and nutrition for childcare settings.

There were some basic Welsh language displays around the setting. However, the child minder did not use incidental Welsh vocabulary with children.

Environment**Adequate**

The child minder has systems in place to keep the environment safe and secure. Safety gates are in place where necessary and the doors to the outside are locked during child minding hours. The child minder uses the children's artwork to decorate the playroom which makes it warm and welcoming. Monthly fire drills are completed, and risk assessments are in place. However, risk assessments need to be regularly reviewed and updated in line with current guidance. Chemicals are stored away from children's reach and a first aid kit is available.

The child minder ensures the environment is generally suitable. The main front living room is used as the children's playroom with a variety of resources for younger children. The back room is used as a 'chill out' room with a TV, sofas and a multi-use table with snooker and table tennis for the older children. The environment is organised in an effective way that enhances the children's ability to become more independent by choosing which area they would like to reside in. The back garden is overgrown; however, the child minder confirmed that the outdoor area is not used by the children in the setting. This means children do not have access to outside space unless going on the school run or on a trip. The toilet has a step by the sink to aid children's independence when washing their hands. Sleep areas are suitable, and the child minder ensures there is separate bedding for all children which helps to eliminate the risk of cross infection.

The indoor premises provides a sufficient environment for children to play and rest. The child minder ensures children have access to a range of toys, furniture and play materials that are appropriate for their age, needs and stage of development. There are cuddly toys, a ball pit, Welsh and English books, sensory toys, blocks, and some resources promoting diversity and celebrating cultures. However, the quality of some of the resources were not well-maintained and need replacing. For example, some toys are broken and stained. We saw children sitting on child height chairs at a table during lunch time. Other items such as highchairs and buggies are available.

Leadership and Management**Poor**

The child minder has a statement of purpose which has been updated during the course of inspection to meet regulations and national minimum standards. Policies and procedures are reviewed regularly. However, these need to reflect current guidance. The child minder has public liability insurance, as well as contracts and permissions for children attending the setting.

The child minder has a good understanding of safeguarding. However, prior and at the time of inspection, the disclosure and barring check (DBS) of both the child minder and her husband was out of date. This places people's health and well-being at risk, and we have therefore issued a priority action notice. Since the inspection, the child minder has been issued with a current DBS, and she has started the application process for new checks for her husband.

The child minder has completed the most recent Self-Assessment of Service Statement (SASS). She has arrangements in place for any concerns and complaints that could arise. However, there is a lack of engagement with Care Inspectorate Wales (CIW), for example, failing to notify us of relevant household members. Communication has improved during the course of this inspection. While no other immediate action is required, this is an area for improvement, and we expect the provider to take action in future.

The child minder ensures she keeps appropriate records of children's attendance and adult to child ratios are fully met at all times. The child minder has completed a quality of care report of her service in 2023, however views of parents were not collated. The child minder keeps parents up to date. She does this when communicating during drop off and pick up, sharing pictures of their children throughout the day, through text messages and via her closed Facebook page.

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
20	The child minder must ensure that all criminal enhanced checks are valid for all household members.	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
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31	The child minder must ensure she updates Care Inspectorate Wales of any changes to her setting.	New
	The child minder and her husband do not have a valid DBS certificate. On the same day of the inspection the child minder confirmed that she had applied to CIW for the appropriate forms.	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 18 - Quality assurance	Ensure all policies and risk assessments are regularly reviewed, implemented and updated in line with current guidance.
Standard 20 - Child protection	Ensure safeguarding training is completed according to the current guidance of the National Minimum Standards.
Standard 22 - Environment	Ensure areas and resources are clean and well maintained.
Standard 12 - Food and drink	Ensure healthy, wholesome meals and snacks are provided for children in line with the Welsh Government's food and nutrition guidance.

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)
Promote the use of Welsh language through basic words and phrases.

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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