



Inspection Report

Jayne Kuluman

Cardiff



Date Inspection Completed

12/05/2023

About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	9 November 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>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children are very relaxed and happy in the child minder's care. They enjoy their play and have suitable opportunities to develop their individual skills. Children form good bonds of attachment with the child minder and interact well with her.

The child minder understands and implements policies and procedures to care for children safely. She has positive relationships with children, offering encouragement and praise often, which enhances their well-being. The child minder does not formally record and track children's progress.

The child minder provides a comfortable, clean, and well-maintained environment. There is suitable space, facilities, and equipment to meet children's needs. She provides appropriate resources to suit a range of interests and stages of development.

The child minder's leadership and management of the service is appropriate, overall. She has basic systems in place for managing records, maintaining policies, and reviewing the quality of care. Parents are very happy with the care and service the childminder provides.

Children are happy, settled and enjoy their time at this setting. They have a strong voice and are confident to express themselves. Children have good opportunities to make choices. They choose what they want to play with, and they are involved in making decisions about their routine. For example, children expressed they were hungry and were able to stop their play and have lunch.

Children feel safe and relaxed as they develop warm relationships with the child minder and enjoy being in her company. They arrive eagerly and are keen to play. Children chat confidently with the child minder to share news and make requests. For example, they tell her about their morning at nursery school and what games they would like to play with at the setting.

Children are respectful and interactions between children and the child minder are consistently good. Children learn to be well mannered, saying please and thank you at appropriate times. They respect the resources, use them appropriately and help to tidy up when asked to do so.

Children engage in their play and confidently choose activities that interest them. For example, a child thoroughly enjoyed playing matching card games with the child minder and smiled with delight when they found matching pairs. They concentrated for a significant amount of time as they used their observational skills to remember where cards were placed. Children have freedom to explore their environment and can choose to relax and have quiet times.

Children have suitable opportunities to develop their individual skills. They experience a range of activities which are appropriate for their stages of development. Children develop their independence skills well. They use the bathroom, wash their hands, and eat independently at mealtimes. They listen well to the child minder, following any instructions given, such as taking turns. Children are actively encouraged to participate in the decision-making process with regards to how they spend their time at the setting. This encourages children's independence and raises their self-esteem.

Care and Development**Adequate**

The child minder keeps children safe and healthy. She has attended up-to-date safeguarding training and understands the procedures to follow should she have any child protection concerns. The child minder has current training in first aid, enabling her to deal with minor accidents confidently. She has suitable systems in place to record accidents, incidents, and the safe administration of medication. The child minder promotes a healthy lifestyle; she provides a range of healthy snacks and encourages parents to provide healthy packed lunches for their children. She also regularly takes children out to play and walk in the local area. The child minder promotes good hand hygiene with the children through making sure children wash their hands at appropriate times such as before eating and after using the bathroom.

The child minder is kind and caring and delivers warm, nurturing care. She has a suitable understanding of child development and how this impacts children's behaviour. The child minder understands her behaviour management policy and consistently implements positive strategies. She supports children to interact appropriately. We heard her encourage and praise children frequently for their efforts and positive interactions. She is a good role model and encourages children to share and be kind.

The child minder knows the children well and provides a suitable range of play opportunities. She promotes children's learning during their play with some incidental counting, language modelling and questioning. The child minder ensures children develop an awareness of the multicultural society they live in, planning activities for a variety of festivals such as Chinese New Year. However, we did not hear any incidental Welsh language being used with the children on the day of the inspection. The child minder does not formally track children's progress and development but told us she has recently researched methods for doing so and plans to implement this soon.

Environment**Adequate**

The child minder makes sure all areas of the home are safe and secure. For example, the front door is kept locked, the rear garden is enclosed, and cleaning products are stored on a high shelf. She keeps accurate records of children's attendance as well as of any visitors to the premises. The child minder completes risk assessments for all areas of the setting and any outings undertaken. Her risk assessments identify potential hazards to children, and she has measures in place to manage these risks. She conducts regular fire drill practices to ensure that children know how to leave the premises safely in the event of an emergency. The child minder ensures that maintenance checks for the home, her car and public liability insurance are up to date.

The environment is clean and well maintained. It provides a light and bright area for children to play and learn. The child minder arranges the indoor play space appropriately so that it provides a satisfactory range of learning opportunities. Children mainly play in the lounge area and have use of the kitchen for messy play and meals, and a downstairs bathroom. There is a suitable range of toys and resources for children to choose from, including some natural resources. The child minder regularly rotates toys and resources to offer children more choice. Toys and games are well organised and stored in boxes and children can access toys stored at low level independently. Children have access to the garden for outdoor play, which has some resources to promote their physical development including swings, slide and ride on toys.

The child minder ensures equipment suits the children's age range. Resources and toys are well maintained and in good working order and there are ample resources for the number of children attending. The child minder has implemented an effective cleaning routine for all toys and resources to minimise the risks of cross infection.

Leadership and Management

Adequate

The child minder has suitable procedures in place to ensure the smooth operation of her setting. Her statement of purpose provides a basic outline of the service she offers. She agrees contracts with parents and has a procedure for obtaining permissions for activities such as taking children on trips, being photographed and application of suncream. However, the child minder does not keep a signed copy of parental permission forms.

The child minder regularly evaluates her care and has met most recommendations identified at the previous inspection. However, the complaints policy has not yet been updated to reflect how children over the age of eight can raise a complaint or how Care Inspectorate Wales (CIW) responds to complaints. She has completed a brief quality of care report that includes some opinions of people using her setting. The report reflects positive feedback from parents which demonstrates their satisfaction with the service she provides. For example, *“My child never wants to go home. You are always willing to accommodate our needs. You are my child’s favourite person.”*

The child minder updates her first aid, child protection and food hygiene training regularly. She has completed additional training in the United Nations Convention on the Rights of the Child and how to implement this in her everyday practice. The child minder has an up-to-date Disclosure and Barring Service certificate (DBS) to confirm her suitability as a registered child minder. She ensures household members DBS checks are current.

The child minder works closely with parents to help smooth their child’s transition into her care. Information about the children’s preferences and individual needs are sought before they start and is updated as needed. This ensures children continually receive a good level of care. She provides parents with daily verbal feedback on the well-being of their child. In addition, parents receive messages and photographs of their children having fun throughout the day, via a digital app. The child minder has developed beneficial relationships with other local child minders. They meet regularly to share ideas and provide further opportunities for children to play and make friends.

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 7 - Opportunities for play and learning	Embed systems for tracking and recording children's development and planning for their next steps in development.
Standard 7 - Opportunities for play and learning	Increase the amount of incidental Welsh language used with the children.
Standard 3 - Assessment	Ensure a copy of all signed parental consent forms are retained.
Standard 19 - Complaints	Include children aged eight and over in the complaints policy and update it so that it reflects the way in which CIW responds to complaints.

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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