



Inspection Report

Katie Patterson

Barry



Date Inspection Completed

11/07/2023

About the service

Type of care provided	Child Minder
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	16 February 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>	Adequate
<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 and enjoy their time at the setting. They feel safe and secure in the care of the child minder. Children play happily together or alongside each other, sharing resources and chatting. They are content with the resources and activities available to them.

The child minder understands her role to keep children safe and healthy. She has good, warm relationships with the children in her care and clearly knows them well. She manages children's behaviour kindly and fairly. Formal activity planning and tracking of children's progress needs developing.

Overall, the child minder provides a suitable environment for the care of children. It generally meets children's needs and is comfortable and bright. She provides a range of well-maintained resources that are stimulating for children of different ages.

The child minder has some policies and procedures in place to run her service. However, the quality of the child minder's leadership and management needs to improve and a greater understanding of the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Child Care (NMS) is required to improve the experiences of children.

Children are confident to express themselves and make requests as they know the child minder will respond appropriately. For example, they request drinks and assistance to find specific toys. They are confident to choose resources which are accessible to them indoors and outdoors and enjoy the freedom to move around play spaces. We observed children spending time playing inside before moving outside to play in a water tray.

Children are happy and relaxed in the child minder's company, showing trust and warmth. They greet the child minder when she picks them up from school. Children enjoy the home-from-home ethos and feel comfortable in the surroundings. They know what to expect from their time at the child minder's home and the daily routines are familiar to them. For example, they know where to store their bags and take off their shoes on arriving at the child minder's home.

Interactions between children and the child minder are positive. They chat with her about their day as they walk home from school. Children take turns and share during games, sometimes with support from the child minder. They sometimes help each other and adults. For example, we observed an older child helping a younger child by finding things they knew they would like.

Children told us they enjoy the time they spend outdoors, engaged in active play. For example, they told us they enjoy going to the skate ramp with the child minder on their way home from school. Children have freedom to safely explore their indoor and outdoor environments engaging in activities such as magnetic darts and fishing in a water tray. They are self-motivated to initiate their own play and to influence their tasks and activities because child led activities predominate. However, time limits on electronic devices have not been clearly identified and this could impact upon children's well-being.

Children have some opportunities to gain independence. All children access the toilet and wash their hands independently. They can find their belongings when going home. They respond to questioning and suggestions from the child minder, for example when asked how they managed to catch fish in the water tray.

The child minder implements procedures to meet children's care, safety and well-being needs. She supervises children appropriately when walking from school to her home. She demonstrates some hygiene and infection control measures such as ensuring that children wash their hands. Since our visit, the child minder has obtained a food hygiene certificate. She has appropriate health and safety, nappy changing and administering prescribed medication policies. The child minder has paediatric first aid training. She informs parents of accidents and injuries using appropriate forms. However, she does not record pre-existing injuries and was unable to locate her forms for recording medication administration. The child minder has a good understanding of safer sleep practises and has a detailed knowledge of safeguarding. She is confident to recognise signs and symptoms of abuse and is fully aware of the procedures to follow should she have concerns about a child in her care.

The child minder is kind and caring. She engages children in conversation and demonstrates politeness and respect in her interactions with them. She follows her behaviour management policy and implements positive strategies to support and guide children. The child minder supports children to interact appropriately through encouraging sharing and turn-taking. For example, through reminders such as "*One minute and then you let your friend have a turn*". She encourages and praises children for their efforts, good manners and positive interactions. The child minder promotes children's well-being through encouragement as they play. For example, when children play a throwing game, she praises them for hitting the target and encourages them with, "*Oh nearly! Have another go!*"

The child minder knows the children and their interests well. She provides a suitable range of resources for children to let their interests lead their play. While she does provide some activities to interest children, such as a water tray and garden planters, she does not undertake any formal activity planning. The child minder promotes children's learning and understanding through conversation and questioning while they play. 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. She feeds back to parents of younger children through daily diaries and to parents of older children through text messages.

Environment**Adequate**

The child minder's home is secure as doors are kept locked. There is a suitable stairgate in place to prevent access to the upper floor. She has undertaken some basic risk assessments of some areas of her home. However, she needs to develop these to ensure that all hazards and risks are identified in all areas. The child minder carries out monthly fire drills to ensure that children know how to safely evacuate the property in the event of an emergency. However, she doesn't note the children present and time of the drill. The child minder ensures that all required routine checks for her home are undertaken in a timely manner. She has public liability insurance.

All areas of the home are bright and generally clean. The child minder provides children with space to play in a welcoming, accessible lounge. It is decorated in calming, neutral colours and provides a suitable area for children to play. There is sufficient room to play and low-level sofas for children to relax on. Children have access to a kitchen with table and chairs to eat their snacks or play. In the bathroom, children are provided with handwash, a step stool and a toddler seat which allow them to be independent when using the toilet and washing their hands. The child minder does not provide children with an individual hand towel or disposable paper towels. Children enjoy spending time in the secure garden that provides appropriate space for active play. Some ongoing maintenance is required to ensure that weeds are kept down and do not become a trip hazard.

The child minder provides a wide range of well-maintained, clean and varied resources. They are stimulating, age-appropriate and meet children's needs well. They are stored effectively to allow children to see what is available for them to use. We saw children of all ages accessing most of these independently and requesting some stored out of their immediate reach. We did not see any resources that reflect our diverse society or any that promote the Welsh language and culture. Outdoors, children have access to water trays, bikes, slides and an interesting area for growing plants.

Leadership and Management

Poor

Overall, we found that the quality of leadership and management needs to improve to ensure the service delivered to parents and children meets regulations and the National Minimum Standards. The child minder has a range of suitable policies and procedures that she provides to parents, including safeguarding, complaints and additional learning needs. She has a written statement of purpose that provides parents with information about how the setting runs. Appropriate records are kept for children. For example, the child minder has the relevant contracts, permissions, and information on the individual needs of children. She records the times of children's attendance and departure, although this information is not always noted in full. The child minder ensures her car has business insurance, tax and an up-to-date MOT certificate.

The child minder responds and acts inconsistently when interacting with Care Inspectorate Wales (CIW). She appropriately submits some notifications relating to her service. However, she did not complete and submit a Self-Assessment of Service Statement (SASS) when requested by CIW. While no immediate action is required, this is an area for improvement and we expect the child minder to take action to ensure she submits this on time when next requested. The child minder verbally consults with children and parents regularly to evaluate her service and recently undertook an annual review of her service. She does not have a formal, written system of maintaining feedback.

The child minder has ensured that household members over the age of 16 have a current Disclosure and Barring Service (DBS) certificate in place. However, she has not ensured that her own certificate is renewed within the required time. While this is a regulatory matter, we have not issued a priority action notice on this occasion as the child minder has applied for a new certificate since our visit. This is an area for improvement, and we expect the provider to take action to ensure that she renews her next DBS certificate within the specified timescale of three years. The child minder ensures that she always adheres to the ratios set out in the National Minimum Standards.

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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20	The child minder needs to ensure that she renews her DBS certificate within the specified timescale of three years or sign up to and maintains subscription to the DBS update system.	New
17	The child minder must ensure that the Self Assessment of Service Statement is completed and submitted to Care Inspectorate Wales within the given timescale.	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 11 - Medication	Create and maintain medication and pre-existing injury records.
Standard 7 - Opportunities for play and learning	Plan activities and track children's progress.
Standard 22 - Environment	Risk assess resources and activities.

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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