



Inspection Report

Louise Reynolds

Newport



Date Inspection Completed

21/09/2022

Welsh Government © Crown copyright 2022.

*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.*

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	15 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.

<u>Well-being</u>	Adequate
<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 settled and content. They have access to a range of play experiences, including trips to local parks and toddler groups. They are familiar with routines and enjoy their play. They have a voice at the service as their communication is valued and respected.

The child minder provides appropriate care and supervision of children. She has current training enabling her to respond to children's needs and understands her responsibility to support children's welfare. Some records are maintained of children's development, but these are not used to inform planning for their next steps.

The home provides sufficient space for children to play and explore in comfort. Overall, the home is suitable, but some improvements are required in relation to risk assessments. Children benefit from an appropriate range of play resources to promote play.

The leadership and management of the setting is adequate but improvements are needed. There are adequate systems in place to support the smooth running of the service, and the child minder holds the information she needs to provide appropriate care to children. However, the setting is non-compliant with the regulations in two areas and these must be addressed.

Well-being**Adequate**

Our observations of children's well-being were limited on this occasion because the children present during the day slept for much of their time in the home, and the children present after school only attended for short periods.

Children have a voice at the service and all forms of communication are respected and supported. They are able to make their needs known and the child minder responds to their requests. Children are able to bring out some resources of their choosing from the toys and equipment which are stored in the playroom. We saw that the child minder respected those choices and helped to facilitate the children's play.

Children are secure, comfortable, and relaxed at the setting. They have developed bonds of affection with peers and the child minder. They are confident to approach her, to seek comfort from her when necessary, to interact with her and include her in their play. We saw that all ages of children were confident to play and find resources fairly independently.

Children are learning to interact with their peers in a positive way. Young children sit nicely at snack time, play alongside each other and share resources in line with their stage of development. They are content and cope well with the routines of the home. They have formed a positive relationship with the child minder. When the older children arrive from school, they are considerate of the younger children and are conscious of being good role models to the younger children. It is evident that warm relationships have formed, including between toddlers and school-aged children.

Children benefit from a suitable range of play opportunities. They are able to follow their interests and enjoy selecting resources independently of the child minder. We observed a child selecting a book and looking through the pages. Children played happily with small toys and with dolls. School-aged children requested colouring and games, which they enjoyed.

Care and Development

Adequate

The child minder has systems in place to support children's welfare. She is able to identify children at risk and has the confidence to follow safeguarding procedures appropriately. The child minder maintains paediatric first aid training so that she can meet children's needs. There are systems in place to record accidents, incidents and medication, although few recordings have been made. The child minder keeps records of children's attendance. However, she does not record children's full names.

The child minder supports and promotes children's interactions in a positive way. There is a suitable behaviour management policy and procedures to support practice. Strategies outlined in the policy are age appropriate and include positive methods for supporting children's behaviour. During the inspection visit, the child minder acted as a good role model, speaking kindly and gently to children to support their confidence and self-esteem.

There is appropriate promotion of children's play and leisure. The child minder recognises the importance of outdoor play and children benefit from outings to local parks and groups such as music and story groups. She makes some recordings of children's development in her care in line with the expected outcomes of the Foundation Phase curriculum. However, this is not used to plan for children's next steps. The child minder focuses on children self-directing their play and does not maintain written activity plans to show the breadth of play experiences. No Welsh was included in the provision we observed. Parents are happy with the child minder's care and that their children enjoy attending, commenting that "She's so incredibly reliable, caring, goes above and beyond. My children love her. She genuinely cares for them".

Environment**Adequate**

The child minder's home is suitable for children. We saw that the rooms children access are appropriately maintained. The home is secure as the child minder locked the front door behind us and we saw that the gate in the back garden was bolted out of the reach of children. However, risk assessments do not consider an adequate proportion of the risks in the environment. Clean, hygienically maintained toilet and hand wash facilities are available. The child minder maintains relevant insurances and safety certificates for her home business.

The facilities and equipment provided are suitable to the children's needs. The home is welcoming and friendly, appropriately maintained, and there is a good standard of cleanliness and repair throughout. The main play space is the back half of the home's living room. The space is decorated in a child-friendly way, with pictures, children's work, and learning posters displayed. The way in which resources are stored means that children can access most of them independently, and this helps with their independence and free choice. A large garden is available to children, which we saw children make good use of.

Children benefit from sufficient resources and equipment which provide a range of play opportunities for all age groups cared for. There is a suitable supply of books and games for children, small-world toys, and resources such as dolls and pushchairs. There is a selection of outdoor play equipment and appropriately sized table and seating for meal times. The child minder also told us about the outings in their local community to parks and local groups.

Leadership and Management

Adequate

In the main, the child minder manages her service suitably and has an adequate understanding of her role. There is a sufficiently detailed statement of purpose providing information about the setting. Parents can therefore make an informed decision about its suitability for their child. There are record keeping systems to support the setting, and records such as contracts contain relevant information. In general, policies are appropriately detailed, but some could be developed and brought up to date.

There is a system in place for reviewing the service and the child minder submits relevant documents to CIW as required. The child minder has previously sought parental views to inform an annual review of the service and a quality of care report, based on the previous 12 months of operation. However, the review is now overdue for this year and the child minder's process does not include seeking the views of children attending the service. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Procedures are in place to ensure the child minder is suitable to care for children. The child minder has a DBS check in place and a system to ensure it is updated as necessary. However, she has not ensured that every member of her household who has reached the age of 16 has undertaken a DBS check. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The child minder has up to date core training and undertakes some additional training to support her practice and knowledge. There are contingency plans in place to deal with emergencies and another child minder has been identified who can be called upon in an emergency.

Parents have adequate information to make an informed choice about using this setting. Children's needs are identified to ensure a suitable quality of care can be provided. Parents can visit the setting prior to their child starting, and they complete child record forms. Copies of all policies are available to parents. Parents are kept involved and informed about their child's activities. Parents we spoke to confirmed they were happy with the information they receive.

Recommendations to meet with the National Minimum Standards

R1. Strengthen the process for identifying children's next steps and using these to inform the planning of activities. Consider the new Curriculum for Wales to aid this.

R2. Include the Welsh language in the provision.

R3. Review and expand risk assessments.

R4. Record children's full names in records of attendance.

R5. Review and update all policies, including updating CIW details in all relevant documentation. Record review dates on all policies.

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

16	No quality of care review has been undertaken in the last 12 months. The child minder did not include children's reviews as part of the quality of care review process. Ensure quality of care reviews are undertaken at least annually and that children are included in that consultation.	New
20	Not all relevant household members had undergone a DBS check. Ensure that all household members who have reached the age of 16 have an up to date DBS check in place.	New

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.

Date Published 07/11/2022