



Inspection Report

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Neath



Date Inspection Completed

23/06/2021

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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	15 March 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	<i>This is a service that does not provide an 'Active Offer' of the Welsh Language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use their service.</i>

Summary

This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.

Overall children feel secure, happy, and comfortable at this setting. They have positive relationships with the child minder and she knows them well. Children have good relationships with each other and support one another well.

The setting has brief policies and risk assessments in place, which promote the children's well-being. There is a caring atmosphere and the child minder meets children's needs successfully.

Children receive care in a secure and well-organised environment. There is space and facilities to encourage children to play and learn both indoors and out. Toys and play equipment are age appropriate and in good condition. The setting is bright, welcoming and friendly.

Overall, the child minder manages the setting well, an assistant supports her when needed. She works with parents to give them information about her service, the children's well-being, care and development, and they speak very highly of her. We, CIW (Care Inspectorate Wales) have identified two areas for improvements in relation to the complaints policy and statement of purpose, and made three recommendations at the end of this report.

Well-being

Children have a strong voice. They play freely and express themselves well. Children choose toys and activities from the selection available, all stored at child height. Children who do not have a packed lunch from home, can decide if they would like a hot or cold meal. For example, a child asked for sausages and waffles for lunch. Children confidently ask questions and receive appropriate responses. A child asked, "*Can I have the blue playdough?*" with the playdough being passed.

Children feel safe, happy and valued. They are settled and content. Children know the routine well, for example, on arrival at the setting, an older child went to the toilet and washed their hands before going to play. Children are cared for by a child minder knows them very well. Children are included in conversations, talking about their pets and family members. For example, we heard children naming their cat's with the child minder.

Children interact successfully, co-operating and sharing with each other. We saw an older child support a younger child by taking a lid off the playdough container. Children are enthusiastic and engaged during activities, smiling and interacting with each other and the child minder. During a playdough activity, children proudly smiled showing shapes and talking about what they made to each other and the child minder.

Children confidently choose activities that interest them. They enjoy their play and learning. We saw a child choose a book and sit with the child minder, when asked, "*Who are these?*" the child replied, "*Ducks! Quack, quack*". Children have opportunities to take part in planned and free play activities, both indoors and outdoors. They skilfully use equipment and resources. For example, a young child used a toy drill to pretend to fix the table in the outdoor area.

Children are developing their independence skills well, enabling them to do things for themselves. We saw young children take part in a sticking activity, with little support. Children access the toilet, with help, if needed, and are confident in washing their own hands. They help to tidy up and get their own drinks at snack times.

Care and Development

The child minder has adequate policies and procedures in place, which promote the children's safety and well-being. The child minder has procedures in place to safeguard children, attending a recent child protection course and answering a safeguarding scenario. The safeguarding policy includes key information, although it does not refer to, or include All Wales Child Protection Procedures, allegations against the child minder or Prevent duty. The child minder has basic knowledge in relation to Prevent duty. She holds a current first aid certificate. The child minder's assistant has undertaken recent training in first aid and child protection, although, is not working at present.

The child minder promotes children's health successfully. She records their medical requirements and allergies. Appropriate parental permissions are in place, including emergency medical treatment and play equipment consent. She keeps records such as accident/incident and medication administration. Good hygiene practices are in place. For example, she encourages young children to wash their own hands and models how to wash hands herself. Equipment and resources are clean. The child minder promotes a variety of meal choices, both hot and cold, for children to choose.

The child minder has a behaviour management and bullying policy in place. She follows the policy and uses the management strategies in it appropriately, praising children for their good behaviour. For example, we heard the child minder saying "*good boy, yes, well done*", "*oh wow*" and "*that's excellent*". The child minder interacts well with the children. She engages successfully, whilst promoting their learning. For example whilst completing a colour and shape activity, the child minder said "*can you give me the green square*" when the child passed an incorrect colour, she kindly asked the child "*do you want to try again.*" She supports learning by adapting activities, for example using flash cards as a sorting activity, asking a child "*Can you find me the pig?*" The child minder involves children in playful activities. During a game of skittles, she encouraged the child "*you're turn now, hooray!*"

The child minder is aware of the children's individual development; plans are in place and regularly reviewed, parents know what progress their children make. The child minder signposts parents to seek additional support from professionals, such as health visitors, when needed. Parents receive information through a variety of methods. This could be a daily diary, texts and verbally.

Environment

Overall, the child minder ensures that the environment is generally safe, secure and well maintained. The child minder completes basic risk assessments for outings and for the home. Although, they could be further developed to include more detail. A detailed Covid 19 risk assessment is in place. The child minder practises regular fire drills, however, the information recorded is basic and not clear in relation to smoke alarm checks. On the day of inspection, the child minder confirmed chemicals were stored in an under sink cupboard without safety locks. After the visit, the child minder confirmed that magnetic door locks are now in place to ensure chemicals are stored safely. Video doorbell's are in use at the main entrance and at the secure side gate maintaining security.

The child minder's premises is spacious, bright, welcoming and well organised. She has recently installed a downstairs toilet and sink for the children to access, supporting independence. The airy kitchen diner at the rear of the house has a large table and chairs and leads into the playroom conservatory. She uses the table for children to complete activities and for meal times. Within the playroom there are sofas, wall mounted TV, game console and low-level storage containing toys and resources. The bright playroom has floor space to play and patio doors leading to steps and up to an enclosed rear garden. The child minder has developed the outdoor area, recently purchasing new equipment and upgrading the flooring. She uses the secure garden as often as possible, as it is now suitable to use in all weathers. The child minder provides children with good opportunities for indoor and outdoor space. She keeps the windows open, to promote good airflow.

The child minder has appropriate equipment for a range of ages. Younger children have access to a highchair and a pushchair is available, if needed. She has a range of car seats suitable for all ages. The child minder promotes the Welsh language through her range of books. She promotes diversity through the resources and activities available to the children. For example, children were engaged in interactive book promoting different countries, names and foods from around the world.

Leadership and Management

The child minder generally runs her service well, she is organised and keeps nearly all the required records. She has well maintained records, in relation to children's contracts and information. The child minder has up to date certificates such as public liability insurance, ICO (Information Commissioner's Office), car documents and boiler service checks. All household members have the required checks. She keeps accurate attendance records of when the children arrive and leave in her registers. The child minder did not record when her assistant has been caring for the children, or meetings held with her assistant. She acknowledged the importance of doing these and indicated her practice will change. Confirming records of who is caring for the children, when an assistant is working and household members present whilst she is minding will be maintained.

The child minder has a satisfactory range of policies, although some need updating, for example, the not collected child policy. The complaints policy needs to include contact details for CIW, information in relation to formal consideration and concurrent considerations. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The child minder has a statement of purpose, which accurately reflects her service, although, arrangements to review and inform CIW of changes is not included. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The child minder reviews and evaluates her service effectively. She has provided a recent quality of care report dated May 2021. Parent and children's questionnaires capture their views on the service. She recognises and acts on their views, for example, developing the outdoor area and purchasing a jungle gym, after older children requested swings and a lookout tower. The child minder has also identified plans, which include keeping up to date with training.

The child minder promotes positive partnerships with parents. She keeps parents up to date regularly through verbal and written communication and use of a private text messages. As part of the inspection process, we spoke to three parents and they confirmed they were very happy with the care given and praised the child minder for the hard work and commitment that she shows when caring for children.

Recommendations to meet with the National Minimum Standards

R1. Ensure policies and risk assessments include detail and reflect current practice

R2. Develop knowledge of Prevent Duty

R3. Ensure fire drill and smoke alarm checks include detail and are clearly recorded

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

• The registered person does not have a compliant complaints procedure.	Regulation 32 (6) (a) Regulation 35 (1) Regulation 36 (1) (a)
• The registered person does not have a compliant statement of purpose.	Regulation 15 (4) (a) Regulation 15 (4) (b)

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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