



Inspection Report

Beverley Dally

Aberdare



Date Inspection Completed

28/06/2022

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	7 September 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. 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 people /children who use, or intend to use their service.

<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 beginning to co-operate by playing together and taking turns. They are settled, happy, and comfortable in the care of the child minder and her assistant. Children have some opportunities to make choices and decisions about what affects them.

The child minder and her assistant are developing their understanding and working towards implementing policies, although there are inconsistencies. Mandatory training is out of date. However, action has been taken to address this. Children receive praise for their efforts and positive reinforcement is used. The child minder provides children with some play and learning opportunities.

The child minder has basic systems in place to keep the environment safe and secure. There were some unidentified risks, but following the inspection, these have been resolved. Overall, the facilities are clean and appropriately well maintained. The child minder ensures children have access to an adequate range of equipment, toys and play materials.

The child minder needs to make improvements to the leadership and management of her service. We have issued one Priority Action Notice in relation to maintaining the correct ratios. Five Area for Improvement notices have also been issued, in relation to the annual quality of care report, suitability of workers, staff supervision and appraisals. There are several recommendations noted at the end of the report.

Well-being

Adequate

Children have some opportunities to make choices and decisions about what affects them. Children are content and show enjoyment. They have a sense of belonging and are becoming familiar with routines. Interactions between the children, child minder and assistant are positive. Children show appropriate levels of interest and engagement in their play and learning. For example, we heard a child ask, *“Can you read this for me please?”* and she enjoyed listening to the book being read.

Children are listened to at the service. They are settled, happy, and comfortable in the care of the child minder and her assistant. Children confidently approach both adults for comfort and cuddles. Throughout the inspection, children had free play opportunities. They played happily with building blocks and puzzles. The children asked for ‘baby shark’, and their request was met. Children are beginning to co-operate by playing together and taking turns. We saw children interacting with each other when they went on an imaginary adventure ‘to the beach’ and had a ‘picnic’ on a blanket.

Children are comfortable in the child minder’s home. We saw that children had a strong relationship with the child minder and her assistant, interacting whilst playing and engaging with one another. For example, a child said, *“Come on Bev, lets splash in the sea!”*. We saw the children confidently access toys or ask for books out of the children’s reach. They play appropriately with the resources and respond sufficiently to the child minder and assistant. Children are mostly polite and use good manners. They are generally engaged and show respect for property and people.

Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. We saw a child attempting to put on their own slippers. Older children access the toilet and wash hands with support from the child minder or assistant. Children receive encouragement and praise for eating their meals or snacks independently.

Care and Development

Adequate

The child minder and her assistant are developing their understanding and working towards implementing policies and procedures to promote healthy lifestyles, physical activities,

personal safety and well-being. The child minder and assistant inconsistently implement cleaning and hygiene practices. For example, some children washed their hands prior to snack, with others using hand sanitiser. The nappy changing policy was not followed consistently, as the child minder used wet wipes to clean the nappy changing mat and did not use aprons or gloves. Overall, the service is generally clean and well maintained, although access to cleaning materials in the separate playroom was not readily available. Following the inspection, the child minder has confirmed that cleaning equipment is now available in the separate playroom and stored appropriately.

The child minder and assistant have a suitable understanding of their responsibilities to protect children. Safeguarding training was out of date for both the child minder and assistant. Following the inspection, the child minder has undertaken training in child protection and the prevent duty. The child minder and her assistant did not have current suitable first aid training. Following the inspection, the child minder has booked training for herself in August 2022. We expect the registered provider to take action to rectify this by completing the training and we will follow this up at the next inspection. The child minder has confirmed her assistant will undertake all outstanding training in September 2022. The child minder mostly provides adequate snacks and meals to the children. The child minder and assistant generally implement the behaviour management policy. For example, we saw the child minder encourage children to “*do tries and turns*”, with each child taking in turns to use play equipment. Children receive praise for their efforts and positive reinforcement is used competently and with genuine reactions. We heard “*good boy*”, “*well done, amazing!*” and “*da iawn*”. The child minder and assistant are sensitive to the needs and experiences of the children and individual efforts are recognised. Children rest or have quiet time on the sofa or in a pram.

The child minder provides children with some play and learning opportunities. We saw children supported to complete a puzzle, with counting and animal recognition promoted. Children enthusiastically engaged in singing ‘the wheels on the bus’, when pretending to drive the bus to the beach. The child minder and assistant have a suitable understanding of individual children’s development and recognise the milestones they achieve. In the past, plans were in place to review and plan next steps of children. However, this has not been completed recently. There is basic weekly planning in place. The child minder and assistant understand additional needs and their role in how they support and signpost parents to seek additional help if needed.

Environment

Adequate

The child minder has basic systems in place to keep the environment safe and secure. At the time of inspection, the child minder was using a newly converted playroom at the side of

house, for part of the day. There were some unidentified risks in this area. Following the inspection, she has added security chains to the doors, fitted safety locks on cupboards and has put appropriate nappy changing facilities in place. Storage of highchairs and prams are being developed, away from children's play space. Safety gates are in place in the main house where necessary. The playroom in the main house was not in full use as the child minder was organising and sorting equipment between both rooms. Overall, the facilities are clean and appropriately well maintained. However, there was no record of health and safety checks or cleaning. Following the inspection, the child minder confirmed checks are now in place. The child minder completes basic risk assessments for the house, although, these do not include activities, trips, or school runs. Fire drills and tests have not been completed or recorded regularly. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection. The child minder generally ensures that children are supervised adequately and knows the difference between acceptable and unacceptable risk for the age group of children.

The child minder uses her newly renovated playroom (with toilet facilities), living room, sunroom, internal playroom, and downstairs bathroom. The rooms are bright and comfortable. The child minder ensures children have access to an adequate range of toys and play materials. She ensures that the indoor premises is welcoming and child friendly; with sufficient space for children to play and rest. Following the last inspection, the washing machine and tumble drier in the main playroom has been fitted with a curtain to prevent access to children. The child minder confirmed children use the outside decked area, accessible from the house and informed us that a safety gate is positioned to prevent access down the steps into the garden and exterior playroom. At the time of inspection, the rear garden was undergoing work and was not in use. Under the decked area was a storage facility with gardening equipment, which was not enclosed. Following the inspection visit, a fence has been fitted to the storage facility preventing access to children. New fencing is also in place around the patio, allowing a secure play area for children, with direct access to the outside playroom. The child minder confirmed safety gates will be in place when in use.

The child minder ensures that the children have access to furniture, equipment and toys that are appropriate for their age, needs and stage of development. We saw vehicles, building blocks, puzzles, books, and role play resources within the indoor environment. The child minder provides some toys and resources that promote diversity. Basic Welsh is promoted within the service. We saw children use highchairs and low-level fold away chairs and table during lunchtime.

Leadership and Management

Poor

The child minder needs to make improvements to the leadership and management of her service. We have issued a Priority Action Notice in relation to the child minder's ratios. We have also issued Area for Improvement notices in relation to the quality of care report,

suitability of workers, staff supervision's and appraisals. The child minder has acted upon some of the recommendations from the last inspection, however, has failed to maintain these consistently. The child minder has acted promptly during this inspection, addressing actions to achieve compliance in some areas. For example, providing an up to date statement of purpose and implementing record keeping.

On the day of inspection, the child minder did not have accurate records for children, staff, household members or visitors. During the day, the child minder instigated appropriate records. The child minder confirmed she was due to look after more children than she was registered for. She took prompt action to ensure children were collected. However, confirmed that she had gone over her registered number of 6, in the past. The child minder must ensure that she follows the National Minimum Standards in relation to her ratios being maintained and have regard to the ratios of under three's when her assistant is working. We have issued a priority action notice and the provider must take immediate action to address this issue.

The child minder has a range of policies in place which have been reviewed during the inspection, although some need updating. She has current public liability insurance. However, she has not registered with the Information Commissioner's Office. The child minder ensures children's contracts and consents are in place. Accident, incident, and medication records are available, although none have been completed recently. Staff files and staff employment records viewed do not meet regulations. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

The child minder has not formally reviewed the quality of her service, although she has made improvements and identified action points. She has not gained the views of the parents, or children that are cared for. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

The child minder promotes positive partnerships with parents. As part of the inspection process, we gained the views of parents and they confirmed they were happy with the care given. The child minder keeps parents up to date regularly through verbal communication during drop of or pick up and using private messages.

Recommendations to meet with the National Minimum Standards

R1. Promote children's independence further

R2. Maintain good hygiene practices consistently across the service

R3. Re-introduce records and observations of children

R4. Ensure the service is registered with ICO

R5. Ensure risk assessments are thorough for all areas and activities at the service

R6. Ensure health and safety and cleaning checks are regularly carried out and recorded

R7. Ensure mandatory training is undertaken by the child minding assistant

R8. Ensure that policies are updated to reflect current information

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
9	Had exceeded the registered number of children. Ensure that the registered number of children and conditions of registration are not breached.	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
16	A quality of care review had not been undertaken. Ensure that an effective quality of care review is undertaken and report produced.	New

24	No one caring for relevant children has a suitable paediatric first aid qualification. Ensure that suitable first aid qualifications are maintained at all times.	New
28	Staff files were incomplete. Ensure there is a full record of the staff who are caring for the children at all times.	New
29	Staff members do not received an annual appraisal, and had no supervision records. Ensure staff receive regular supervision and annual appraisal which allows them to effectively support the needs of children.	New
38	No regular fire evacuation drills or testing of equipment have been completed. Ensure that regular tests and evacuation drills are completed.	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.

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