



## Inspection Report

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**Risca**



**Date Inspection Completed**

19/02/2024

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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	03 May 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

### **Summary**

Children are happy and comfortable in their surroundings and form warm relationships with the child minder and the other children. Children find the play and learning opportunities fun and engaging and have good opportunities to practice and develop their independence.

The child minder builds good relationships with the children. She has a good understanding of safeguarding procedures, has undertaken training and is able to support children's well-being and keep them safe. She has a current paediatric first aid certificate, food hygiene certificate and has updated her safeguarding training. She manages children's behaviours patiently, knows the children well and meets their needs appropriately.

The child minder maintains the home to a good standard and keeps the inside child minding areas safe, secure and clean. However, the outdoor area that would have been available for children is not being used. This resulted in some restrictions on children's play whilst at the child minder's home. She has mitigated this impact by using a large number of community based resources.

The child minder builds very good relationships with parents. She has identified a number of child minders who are able to act as emergency child minders for her and builds good working relationships with them to support her in her role. We discussed her use of community resources to ensure her oversight of the service is child led and well balanced, reflective of her home based registration. Most record keeping is maintained to a satisfactory standard.

**Well-being****Good**

Children are confident to express themselves and make choices at the child minder's home. Children choose how they wish to play. Children choose from a suitable variety of favoured toys and are happy to ask for other resources that they may think of or wish to play with.

Children are happy and settled. They are developing friendships in line with their age and stage of development, and they build warm relationships with the child minder. Children are relaxed, and enjoy the responsibility of helping with tasks, such as tidying toys away after they have played with them. Children settle quickly and are calm and happy within the home environment.

Children interact positively with each other and are encouraged to be kind and helpful. Children play happily independently or together and show consideration to their friends. They learn to share space and resources, learning to take turns and share through their play. We saw children sat together happily playing with farm animals, giggling as they made the neighing sounds of a horse.

Children enjoy their play. Children were active and engaged throughout the inspection happy to select their toys and play in the home corner or with small world figures. One child spontaneously started singing an alphabet song and was visibly pleased when praised for their efforts. Other children chose to play with toy cars contentedly pushing them around the floor.

Children have plenty of opportunities to develop their social skills as they spend lots of time within community based toddler groups where they have the opportunity to mix with other children. They gain skills that help develop their independence. Children use good manners, and the child minder encourages children to say 'please' and 'thank you' and to be generally polite in their interactions. Children are encouraged by the child minder to wash their own hands and gain increasing skills using the toilet in line with their age and stage of development. The child minder told us that children have packed lunches and are encouraged to eat healthily and feed themselves.

## Care and Development

Good

The child minder implements procedures to keep children safe and promote their development and well-being. She knows the children well including any individual allergies, dietary requirements, and medical or health needs. She has a clear understanding of child protection procedures and her responsibilities to report concerns. She has systems to record accidents, incidents, pre-existing injuries and the administration of medication. She promotes healthy lifestyle choices and healthy eating. For example, she encourages lots of physical exercise and social interactions to help develop children's confidence, curiosity and understanding of their world. She has a current paediatric first aid certificate which gives her the knowledge to deal with any minor first aid situations. She has undertaken fire drills with children so that they know what to do in an emergency and can exit the home quickly.

The child minder has a good understanding of the children's needs and uses positive behaviour techniques to manage children's behaviour and support them in their development. She is a positive role model for children, speaking kindly and respectfully to them. She responds to the children calmly and practises appropriate behaviour management strategies; for example, using lots of praise and listening to children. She provides appropriate activities for children and encourages children's curiosity ensuring that they do not become bored or frustrated.

The child minder can identify children's individual needs and plans lots of play opportunities outside the home environment to support their learning. When operating from her home she sets up areas so that children have some choice in how they wish to play. She supports children to make decisions and grow in confidence and all children are encouraged to choose their toys. The child minder makes observations of children and completes a 'Flower Chart' to show children's development and what they are achieving. The child minder has good understanding of children's individual needs and had undertaken training around The Additional Learning Needs Code 2021. This knowledge can support her to identify and agree an appropriate care plan with parents, should she identify any emerging additional needs within children she cares for.

**Environment****Adequate**

The child minder provides a welcoming environment for children, which she ensures is safe, secure and can mostly meet children's needs. The front door is kept locked and whilst the child minder checked our identity upon arriving at the home, the record of visitors to the property is not maintained effectively. There is currently limited access to the garden. There is good natural light, and the play area is child friendly with favourite toys mostly easily accessed. The child minder completes daily checks for the home and ensures utility safety checks are up to date. She ensures that motor vehicles have the required documentation and that age appropriate cars seats are available for transporting children safely. The child minder can identify most emerging risks. For example, she highlighted that outside is not currently used as she has identified risks to children in this area which is used by family pets.

Older children have easy access to the ground floor bathroom, which promotes their opportunities to develop their independence. The child minder provides liquid soap and individual paper towels to prevent cross contamination when children dry their hands. She supports the privacy and dignity of younger children during nappy change and ensures the area is clean and appropriately resourced. Children have supervised access to the kitchen which is used for table-top activities only. Safety gates are present on the ground floor area, to keep children safe. During our inspection the two family dogs were kept away from children and remained quietly in another part of the house. When at the child minders home children who are old enough can sleep on a comfortable sofa or younger children within their pushchairs within the playroom.

The child minder has a good selection of toys and equipment that are appropriate, fit for purpose, in good condition, and mostly easily accessible by the children. There is a wide supply of small toys and learning resources, together with age appropriate books and craft materials. The child minder monitors all the resources to ensure they are appropriate and promptly replaces old or worn items. A considerable amount of time is spent outside of the home environment accessing community resources such as toddler groups, soft play centres, and parks when weather permits.

## Leadership and Management

**Adequate**

Leadership of the service is mostly effective, and the child minder is sufficiently organised to ensure the service operates smoothly. She has a statement of purpose and completes contracts with parents when their children start at the service. The child minder has policies and procedures to manage her service but some of these have no review dates to indicate they are being regularly monitored and updated. Her safeguarding policy does not outline the procedure should an allegation be made against a household member. The child minder has kept CIW informed of any significant events at the service. Daily record keeping is generally sufficiently organised, however, registers do not indicate all children's times of arrival and departure. She has not maintained a visitors book to keep a full account of visitors to the service when, for example, she is visited by another child minder and their children.

The child minder has undertaken an annual review of her service and completes her self assessment for Care Inspectorate Wales (CIW). She consults with parents and children to gather their feedback about her service, and we have discussed these results with her and how they can be reflected in the content of her quality of care review.

The child minder does not employ an assistant and does not work with another child minder. However, she often meets up with other child minders within community resources and community toddler groups. These arrangements have been discussed with her and she has reassured us that she is working in line with her registration, maintaining full responsibility for her contracted children at all times, ensuring that all involvement in community activities is child lead. She has ensured household members have a current Disclosure and Barring Safety certificate. She has maintained her own professional development and ensures her training is up to date.

The child minder is aware of the importance of building good relationships with parents to ensure that she is up to date with children's needs. We received feedback from parents that indicate a high degree of satisfaction with the service and the care of their children. She maintains good communication sending parents updates and photographs throughout the day, which she does via an app. She works openly and transparently with other professionals and was co-operative throughout the inspection, demonstrating a motivation to continue to improve her service.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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 5 - Records	Ensure registers are showing the exact times that minded children arrive and depart the service.
Standard 24 - Safety	Ensure all visitors are recorded showing dates and times present, including any visiting child minders and their children.
Standard 5 - Records	Review how the quality of care report reflects parents and children's feedback, and include an action plan to help improve the service.
Standard 4 - Meeting individual needs	Ensure children with identified additional learning needs have a care plan agreed with the parent.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Ensure policies and procedures are reviewed and dated as required and update safeguarding policy to reflect the procedure should an allegation be made against someone in the household
When hiring community facilities ensure a thorough risk assessment is completed of the environment and that a fire drill is undertaken with the children present.

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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