



Inspection Report

Lorraine Stern

Caerphilly



Date Inspection Completed

26/01/2024

Welsh Government © Crown copyright 2024.

*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	14 June 2017
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.

<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 content and settled at the setting. They have formed warm relationships with the child minder and other children, which helps them feel safe and valued. Children can make some suitable choices about how they spend their time, and they are confident in their environment. Children have suitable opportunities to develop skills and are well supported.

The child minder provides appropriate care and supervision to children. She has a suitable understanding of her role and responsibilities and has further improved her procedures during this inspection. She manages children’s interactions well and provides activities that promote their interests and development.

The environment provides sufficient space for children to play and explore in comfort. The space is suitable, welcoming and in good repair. Children benefit from an appropriate range of resources to promote play. The child minder has updated risk assessments during this inspection.

Leadership and management require improvement to consistently meet the regulations and national minimum standards. Some policies and documents were not available, and others needed to be reviewed. She has taken prompt action to address many of these during this inspection. The child minder reviews the quality of her child-minding setting and acts on feedback, but this has not been successful in identifying required improvements. The child minder has developed close relationships with parents and provides a flexible service to meet their needs.

Children make choices and enjoy the time they spend with the child minder. They are confident to speak up and make their needs and wishes known, and all forms of communication are respected. They have some opportunities to follow their play interests and to make decisions and choices about what they like to do. For example, a child gestured to the toy pushchair and the child minder acknowledged their non-verbal communication and put two out, along with dolls, so both children could play with them.

Children are content and settled. They are familiar with the routine, such as getting ready to go to the school. Children are developing warm relationships with the child minder and are confident to approach her for guidance or comfort. They play alongside each other happily and older children recognise other children's achievements such as walking. Children interact positively with the child minder and are beginning to learn how to share and take turns.

Children find enjoyment in their play and concentrate on activities for an appropriate amount of time. They move freely around their play space, interacting with toys that the child minder has set out, and making their wishes known if they want another toy to play with. Children enjoy looking at books and playing with a car track, at which they persevere, finding figures to fit in the vehicles.

Children have some opportunities to develop new skills and practice independence. They are given time and space to select their own toys and follow their own interests, supported by the child minder when required. A young child showed confidence in looking through resources in the playroom, picking out toys and moving happily from one play activity to another. Children have opportunities to develop skills to eat independently when they sit in a highchair.

Care and Development

Adequate

The child minder has a suitable understanding of how to keep children safe and has up-to-date safeguarding training. She speaks confidently about child protection and understands the procedures to follow should she have any concerns about a child. She did not however, have a clear and up to date safeguarding policy. She addressed this immediately. The child minder follows appropriate hygiene routines to help minimise the spread of germs. For example, she ensures children's hands are clean before eating and wipes children's noses in a timely manner. The child minder records accidents, incidents, and medication but this was not in sufficient detail and the records were not consistently signed by parents. She has since purchased books to support her in recording these matters.

The child minder has a warm and caring manner. She has built positive relationships with children and manages behaviour in a positive and consistent manner. She handles minor disputes between children calmly and sensitively. For example, she clearly explains the importance of sharing and taking turns. As a result, the children re-engage and play co-operatively. She praises children for good behaviour and achievements and this impacts positively on children's well-being.

The child minder knows the children very well and understands their needs and abilities, supporting her to promote children's play and learning appropriately. She is knowledgeable about children's developmental milestones, and successfully meets their needs, but had not kept records of this to effectively plan for their next steps. She has since developed a system to track children's development and started to complete them. She uses her knowledge of the children's interests and needs to provide suitable resources and activities such as books and small world figures. The child minder provides basic opportunities for children to develop an understanding of cultures and diversity and plans for these at various times of the year. She does not provide the active offer of the Welsh language and she did not use any spoken Welsh, although she told us that she does count to ten and knows a few words.

Environment**Adequate**

The child minder ensures the environment is generally safe, secure, and well-maintained. She has not kept a record of visitors but said she rarely has any during child minding hours and addressed this matter immediately. The child minder spoke knowledgeably about minimising risks in the environment. However, she has not kept her risks assessments up to date and they do not cover all areas, such as use of the outside area. She addressed these matters during the inspection. The child minder maintains the property well and has the gas heating system serviced annually. She organises cleaning and hygiene practices well, including regular cleaning of resources and toys.

The environment is warm and welcoming. The playroom/lounge area provides adequate floor space for the children to play and the child minder adapts areas to use for children's sleep if required. Children eat at the dining table or in a highchair, but sometimes eat informally on the child minder's lap. The child minder spends a lot of time walking between school pickups, attending playgroups and visiting parks. She has developed a decked area to the front of the property, which is used occasionally, and she has now risk assessed this area. The child minder provides suitable aids in the downstairs toilet for children to access easily.

The child minder has a variety of appropriate resources and equipment for a range of ages. She stores resources and play equipment at a low-level and many are accessible for children in line with their age and stage of development. For example, dolls, pushchair, books, and small world figures. The child minder rotates other resources, according to children's needs and planned activities. The child minder has some multi-cultural resources such as books, which reflect our diverse society. The environment supports children to develop their independence and enables them to learn through play.

Leadership and Management

Adequate

Leadership and management of the setting is not consistent. The child minder has not kept policies and procedures up to date and many have required improvement. The child minder has promptly made improvements to most of these during this inspection. She has a statement of purpose which is sufficiently detailed, outlining how the setting operates. The child minder has recently updated this further. Parents can therefore make an informed decision about its suitability for their child. The child minder has a policy showing how she manages confidential and personal information. She is considering if she is required to be registered with the Information Commissioner's Office (ICO).

The child minder has a system in place to review the service on a regular basis, but this has not been effective in identifying necessary improvements. She has waited for CIW to carry out an inspection to identify improvements, but has however, acted promptly to meet the recommendations. She has since completed a review of her setting that includes an action plan to further improve her service. She provides parents with questionnaires to seek their views for her review and consults with children regarding activities and any new resources she is planning to purchase. The child minder submits her Self-Assessment of Service Statement when requested by CIW.

The child minder works alone and has named persons in place to support her in the event of an emergency. She organises her day well to fit around school pick-ups as she does not drive. The child minder ensures her first aid and food hygiene training are kept up to date. She has an up to date DBS certificate but has not assured that all household members over the age of 16 years have a current DBS certificate. This is a matter of non-compliance. The child minder gave a reasoned account of the reason for the non-compliance and took steps to start the application to obtain the required DBS check for a family member. Therefore, we have not issued a priority action notice on this occasion but have notified the child minder that it is an area for improvement.

The child minder promotes positive partnerships with parents. She makes every effort to maintain good relationships with parents and keep them up to date regularly through verbal and private messages. She receives information about children before they start at the setting. She asks parents specifically about their child's preferences, needs and abilities, and for any other information they need to share to ensure the best possible care for the child. The information is recorded and updated, as necessary. Parents comment very positively on the service and the care the child minder provides.

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

20	Ensure that all household members hold a DBS certificate that is less than three years old.	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)
	No NMS Recommendations were identified at this inspection

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 the annual review of the service effectively identifies any improvements that are required to keep setting up to date with current practices.
Continue to review the policies to ensure they all meet current requirements and legislation.
Provide opportunities for children to develop their knowledge and understanding of the Welsh language.
Ensure recent improvements made during the inspection are fully imbedded in practice and are sustained.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 04/03/2024