



## Inspection Report

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**Abergele**



**Date Inspection Completed**

21/06/2022

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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	31 May 2017
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>	<b>Good</b>
<u>Care and Development</u>	<b>Adequate</b>
<u>Environment</u>	<b>Adequate</b>
<u>Leadership and Management</u>	<b>Adequate</b>

## Summary

Children are happy and have a warm relationship with the child minder. They enjoy their time at the service and are confident to communicate their needs. The child minder is aware of her responsibilities in keeping children safe and healthy but does not always follow current best practice with regard to nappy changing. She is kind and supports children in a warm and positive manner, but does not keep records of children's progress and development. The child minder ensures the premises, toys and resources are suitable for the children and that any potential risks are managed effectively, but no written records are kept of how hazards are monitored. She manages her service appropriately and understands her regulatory responsibilities but does not always ensure documents regularly to ensure they are up to date. The child minder does not always ensure suitability checks are kept up to date. Parents are kept well informed about their children's time at the service and of any changes to the setting.

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

Children are happy, confident and settled. They move around the toys and activities freely and can choose for themselves as resources are stored within their reach. They are confident to follow their own interests and to show the child minder what they want. For example, by telling the child minder when they had enough of their dinner and asking for their dessert.

Children have formed a warm relationship with the child minder and each other. They feel secure and are confident in their surroundings. For example, they were confident to talk with us and tell us about the things they liked to do and their favourite meals when they were in the child minder's care. Children are confident to approach the child minder for comfort and receive with positive words of encouragement and hugs when needed. For example, when one child became upset after misplacing one of their belongings they went straight to the child minder to ask for help to find it. The child minder provided lots of cuddles, comfort and reassurance whilst they searched for the item and the child quickly settled.

Children share resources and play alongside each other well. They happily chat to the child minder about what they are doing and are eager to involve her in their play. For example, children were eager to show the child minder which clothes they had chosen to dress the doll and smiled when the child minder praised the 'beautiful outfit' they had chosen.

Children have a good range of experiences and spend plenty of time outdoors. They use the garden daily and have regular trips to local playgrounds and places of interest where they have opportunities to develop physically and socially. Children are encouraged to do things for themselves, such as tidying up at the end of activities, feeding themselves and washing their own hands. This helps them to gain confidence and promotes their independence.

## Care and Development

Adequate

The child minder understands her responsibilities to keep children safe and healthy. She has an appropriate safeguarding policy in place and has completed safeguarding training. She is familiar with the correct procedures to follow should she have any concerns about a child in her care. The child minder has up to date paediatric first Aid training, meaning she is prepared to deal with any accidents or emergencies which may occur. She records any accidents appropriately and ensures these records are signed by parents. The child minder told us fire drills are completed regularly and children were able to demonstrate they knew what to do if there were a fire. However, there are no accurate records of when fire drills had taken place.

The child minder promotes healthy habits by providing healthy meals for the children and ensuring they have plenty of opportunities to develop their physical skills and spend time outdoors in the fresh air. The child minder ensures children clean their hands when appropriate, such as after using the toilet and before eating, promoting good hygiene. However, the child minder does not always wear a disposable apron during nappy changing as recommended in current infection control guidance.

The child minder has built positive relationships with the children. She is kind and friendly and deals with any unwanted behaviour calmly and fairly. She uses positive methods to redirect children if they begin to show any unacceptable behaviour. For example, by clearly communicating her expectations for sharing and behaving appropriately during activities and by distracting and redirecting children if they start to behave inappropriately.

The child minder provides a range of activities that are interesting and help children to learn and develop their skills. She ensures children have plenty of opportunities to spend time taking part in activities in the local community, such as visiting local attractions. The child minder collects plenty of information about children before they attend the setting, allowing her to plan to meet their individual needs effectively. Parents are kept up to date with information about their children's day through private messages and verbal feedback at the end of each day. However, the child minder does not currently keep any formal record of children's progress or development.

**Environment****Adequate**

The child minder provides a clean and safe environment for children. Accurate records are kept of children's attendance as well as of any visitors to the premises. The premises are secure and outdoor areas are surrounded by a fence and accessed via a locked gate. Any visitors to the premises are required to ring the bell at the gate to the enclosed outdoor area, meaning no unauthorised persons can access the premises. The child minder undertakes daily checks of all areas used by children, ensuring all areas are clean and are free from any potential hazards and that all toys and resources are in good condition. However, no records are kept of these daily checks.

The child minder provides a welcoming and friendly environment for children. Children have use of a dedicated playroom, where a range of age-appropriate toys and resources are available. There are a suitable range of toys and resources for children to choose from, including dolls, toy vehicles, construction toys and arts and craft materials. Toys and games are well organised and stored in low level boxes so children can reach them independently. The outdoor play area offers plenty of space for children to play and explore. There is a range of slides and climbing apparatus and a selection of ride on toys for children to develop their physical skills as well as some opportunities for sensory exploration.

The child minder provides opportunities for children to learn about diversity by providing a small range of multicultural toys, books and resources. Children also have access to recycled and natural materials for building, exploration and imaginative play. The child minder has a range of equipment to aid younger children's independence skills. For example, she has toddler toilet seats and steps in the bathroom so children can use the toilet and wash their hands independently.

## Leadership and Management

Adequate

The child minder has an appropriate understanding of her role and regulatory responsibilities and provides a range of policies to enable her to run her service safely and effectively. There is also a detailed statement of purpose available for parents. All documents are clear and concise, but are not reviewed regularly, meaning some information was not up to date. We have since received amended copies which contain all the required information. The child minder does not always operate within the conditions of her registration or the ratios described within the National Minimum Standards (NMS) as outlined within her statement of purpose. On the day of inspection, the child minder was caring for more children than she is registered for and we found evidence that the child minder cared for more than 3 children under the age of 5 on some days. We have used a priority action notice in relation to this matter. The provider must take immediate action to address this issue .

The child minder regularly seeks feedback from parents and children. She outlines planned improvements and any improvements made to date within a detailed annual quality of care review report. However, the report does not clearly outline how she includes feedback from parents and children when planning for improvements.

The child minder does not always ensure that her own as well as household members' Disclosure and Barring Service (DBS) check are valid and up to date. Despite having taken steps to renew household member's DBS certificates, the child minder's own DBS certificate had expired since October 2019. The child minder told us this was due to a misunderstanding and immediately took steps to rectify this. We have therefore listed this as an area for improvement.

Records provided showed that the child minder gathers all required information about children prior to them attending. This allows her to plan effectively to meet children's individual needs. Parents told us they receive a copy of all the service's policies prior to their child attending. Parents we spoke with were extremely complimentary about the service, stating the child minder was flexible and worked with them effectively to meet children's individual needs.



## **Recommendations to meet with the National Minimum Standards**

- R1 Keep accurate records of fire drills and include all the required information.
  
- R2 Keep written risk assessments to evidence and monitor when checks of the premises and resources take place.
  
- R3 Follow current infection control guidance when changing children's nappies.
  
- R4 Record the progress and development of the children.
  
- R5 Review the statement of purpose and policies and procedures annually or as required to ensure they are up to date.

### 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
27	The child minder was not working within the numbers set out in the conditions of registration or within the ratios as set out in the National Minimum Standards and statement of purpose. The child minder must work within her conditions of registration and the National Minimum Standards.	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
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6	The child minder did not have an up to date Disclosure and Barring Service (DBS) certificate. The child minder must always update all DBS certificates in a timely manner.	New
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