



Inspection Report

Josephine Brunt

Pontyclun



Date Inspection Completed

02/10/2023

About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	6 July 2017
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

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<u>Well-being</u>	Good
<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 settled and have good opportunities to make choices, and they are confident in their environment. They are happy and have strong bonds with the child minder which helps them feel safe and valued. Children are relaxed in her company and enjoy the time they spend in her care. They enjoy learning through play. Observations were limited due to the number of children present on the day of the inspection.

The child minder provides responsive care and supervision to children. She has recently attended relevant training courses to keep children safe. The child minder is aware of her responsibilities towards supporting children's welfare and older children's development; however, she does not record younger children's stages of progress.

The home provides sufficient space for children to play and explore in comfort. The space is pleasant, welcoming and in good repair. Children benefit from a sufficient range of suitable resources to promote play. We have identified one area of improvement in the environment theme.

The leadership and management is sometimes effective. The child minder has policies and procedures in place, however most of these require more detail and updating. Records and recording systems are adequate. The child minder has a system for monitoring the quality provided by the service, however some improvements are needed in this area. The child minder assured us that she has good relationships with the children's parents.

Well-being

Good

Children make constant choices and enjoy the time they spend at the child minder's home. They are confident to speak up and make their needs and wishes known, and all forms of communication are respected. We heard one child say, "*can I throw it*" when the child minder had made a paper aeroplane, and "*what's that, can I play with it?*" when pointing to a ball set, and the child minder agreed. Children told the child minder when they were hungry and wanted lunch.

Children are very content and settled. Children told us the story of a caterpillar and recited the food it had eaten. One child played with the ball set alongside the child minder, and we heard them say "*How did you do it?*" When the child minder hit the small ball. Children interact positively with the child minder and are used to the routines in the setting, including snack time. They have developed reliable relationships with the child minder and are confident to approach her for guidance or comfort.

Children find great enjoyment in their play and concentrate on activities for an appropriate amount of time. We saw children were active and curious throughout the inspection. They move freely around their play space, choosing the toys and activities that fill the playroom. A child listened to the child minder reading a book about pumpkins and they both laughed at different pages in the story.

Children have opportunities to develop new skills and practice some independence. For example, one child used the toilet, with some supervision and prompting to wash their hands. Children are given time and space to select their own toys and follow their own interests, such as playing with the dinosaurs, supported by the child minder when required.

Care and Development

Adequate

The child minder has some knowledge of how to keep children safe and healthy. She understands the principles of child protection and safeguarding and has recently undergone

refresher training. The child minder has a current food hygiene and paediatric first aid certificate in place. She has permissions to administer first aid, for children's emergency medical treatment, medicines, day trips, and to travel in her vehicle. We saw the child minder wash her hands before making lunch, and she is registered with the Food Standards Agency. The child minder has a main first aid kit and a smaller 'grab and go' one. The child minder gave safety messages such as *"take your time, chew properly"* and *"be careful with the scissors."* The child minder had recently administered medication, although records did not contain details of the last dose given by parents or any side effects, as stated in her policy.

The child minder has completed an on-line course in Prevent Duty, and she has a policy which also contains traditions from other countries. The child minder has completed courses in understanding and managing challenging behaviour, attachment, brain development, and supporting children with speech, language, and communication needs. However, there were times when the child minder did not follow through her instruction when managing behaviour. The child minder's pets are kept upstairs, and she has a pet policy in place; however, there is no mention of them being treated for fleas, worms or that they are vaccinated.

The child minder treats children warmly, with dignity and respect. The child minder takes account of the children's age and understanding. We saw the child minder was positive and warm when talking and playing with the children. She used praise for positive actions such as *"Ready, concentrating, good you tried"* and *"Oh, well done!"* when playing the ball game.

The child minder provides a caring environment for children and sometimes promotes their development. She knows the children well and considers the children's interest and abilities. This helps the children to respond well, be interested and engaged in their play and learning. We heard the child minder using Welsh as part of the daily routine. The child minder asked children about colours and numbers whilst playing, which the child minder then asked for in Welsh. The child minder does not keep developmental records on younger children, to capture their progress and plan for the next stage in their development, although verbal information is exchanged with parents. This was identified at the last inspection.

Environment

Adequate

The child minder cares for children in a clean and mostly safe environment. The child minder has some basic risk assessments in place, although these are not dated or

completed for outings. This was identified at the last inspection. The child minder has smoke alarms and carbon monoxide alarm, and a fire blanket which was not fixed to the wall. A visitor's book was not in place; however, the child minder used her diary to record our visit. A current heating certificate is in place, and a safety gate was positioned across the kitchen door to restrict access.

The child minder does not use the garden; however, the patio doors require stickers at child level and the keys need to be easily accessible. A clean, hygienically maintained toilet and hand wash facilities are available on the ground floor, which older children can use independently. The child minder maintains relevant insurances and an annual gas safety certificate for her home, and she is registered with the Information Commissioner's Office. The child minder does not undertake any fire drills with the children. This is an area of improvement, and we expect the provider to take action.

The facilities and equipment provided meet the children's needs. The home is welcoming and friendly, appropriately maintained, and there is a good standard of cleanliness and repair throughout. The main play spaces are the playroom, and hallway. Small table and chairs allow children to sit at the table to eat food, and if they wish to rest, a settee is available.

Children have access to toys and equipment that are appropriate and suitable for their needs. A number of resources are stored within the play space, and these were adequate for the age and interests of the children attending, including multi-cultural items and books and toys of people with disabilities. The child minder has other resources in the hall cupboard, including blocks, playdough, dressing up, puzzles and guessing games. We saw children freely exploring the resources available on many occasions, easily finding what they wanted to play with.

Leadership and Management

Adequate

The child minder has a Statement of Purpose in place which contains the information required. The setting has policies in place that are mostly appropriate, although almost all required review and updating, with the dates when reviewed. The safeguarding policy requires more information, and this was identified at the last inspection. The child minder

has a register of children's attendance, and public liability is in place. She has appropriate systems in place for the recording of accidents, incidents, safeguarding concerns, and existing injuries.

The child minder does not always make assurances that children and parents benefit from a setting which is committed to good standards and improving outcomes for children. There is a quality-of-care review in place to ensure that the child minder undertakes formal self-evaluation on an annual basis as required by the regulations. The child minder gives parents and children questionnaires, and all questionnaires completed by parents were complimentary about the child minders service. However, the views of the parents and children are not evaluated within the quality-of-care review. This was identified at the last inspection. The child minder has not taken on-board the recommendations from her previous inspection in order to improve her service. There have been no complaints regarding the child minder's service.

The child minder has robust procedures in place to ensure she is suitable to care for children. The child minder and relevant members of her household have current Disclosure and Barring Service checks in place. The child minder uses a vehicle to transport minded children, and all associated documents are in place.

The child minder identifies children's needs and preferences ensuring suitable quality care is provided. She has records for minded children which contain all the information required, including contracts which are completed appropriately; however, one contract was not fully completed by both parties.

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
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38	The child minder must complete regular fire drills to ensure all children are aware of the procedure to be followed in the event of a fire.	New
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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 24 - Safety	Complete more detailed risk assessments for the service, review regularly and date when completed or updated.
Standard 6 - Working in partnership with parents	When caring for children under 2 years of age, ensure there is a daily system for the exchange of information, including information about the child's changing development, care needs and routines.
Standard 18 - Quality assurance	Ensure the views of parents and children are appropriately evaluated and acted upon as part of the quality of care review.
Standard 11 - Medication	Before administering medication, ensure details are sought on the side effects of medication and the last time it was given by parents.

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)
Review policies regularly to ensure they are current and contain all the information required. Date when reviewed or changed.
Keep keys by the patio doors in the event of an emergency and place stickers on the patio doors at children's eye level.

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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