



## Inspection Report

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**Pontyclun**



**Date Inspection Completed**

13/01/2023

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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	25 October 2022
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	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><a href="#">Well-being</a></u>	<b>Adequate</b>
<u><a href="#">Care and Development</a></u>	<b>Poor</b>
<u><a href="#">Environment</a></u>	<b>Poor</b>
<u><a href="#">Leadership and Management</a></u>	<b>Poor</b>

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

## **Summary**

Children often communicate confidently and make requests. They freely explore the environment and engage with familiar daily routines. Younger children play happily with the resources available to them. Some children interact well with their peers.

The child minder has some understanding of how to keep children safe and healthy. She is caring and responsive to the needs of most children. However, some children do not always interact appropriately with the child minder and she does not always manage this appropriately and in line with her behaviour management policy. The child minder provides child-led activities. She feeds back frequently to parents either verbally or via daily diaries.

The child minder's home is clean and well maintained. She has some procedures to ensure the safety and suitability of the premises, but these are insufficient and do not meet regulations. The child minder provides children with access to a garden during the warmer months.

The child minder has some policies and procedures in place to run her service. However, the quality of leadership and management needs to improve at the service and a greater understanding of the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards (NMS) is required to improve the experiences of children at the service.

Children have some opportunities to make choices and decisions about what affects them. They choose their activities freely and understand they will receive help or support if they ask. We saw a younger child moving happily around the resources for an extended length of time, smiling in response to the child minder playing with her and discussing the toys. Older children make requests for specific snacks as they know the child minder listens to their opinions.

Some children are content and express enjoyment while at the setting. They have a sense of belonging, are beginning to form friendships and are familiar with routines. Older children require support and direction from the child minder to help them settle as the activities and resources available to them are limited. Children cope with separation because appropriate daily transitions generally recognise and support individual needs.

Some children understand socially acceptable behaviour and show kindness and consideration towards their peers and the child minder. For example, we saw an older child helping a younger child to use a toy as a table for their fruit. However, a small number of children do not cooperate and are disinterested in the activities provided. As a result, at times, they become quite disruptive which impacts negatively upon other children.

Younger children are content with the resources and activities available to them. However, older children have limited access to suitable age and developmentally appropriate opportunities that promote their all-round development and enable them to follow their own interests. We observed this resulting in some disengagement and negative behaviour. They are not always offered appropriate and stimulating opportunities indoors or outdoors. A few older children are eager to show or talk about what they like to do while attending the service.

Some children are inquisitive and interested when spending time at the child minder's home. However, children have limited opportunities to develop their independence skills and are not enabled to do things for themselves or to problem solve, develop creatively, experiment and be imaginative. We observed children using basic self-help skills to hang their coats and bags on their pegs and eat their snack.

## Care and Development

Poor

The child minder has undertaken safeguarding training and was able to share some of this knowledge when asked by inspectors. However, this knowledge was insufficient to provide assurances that she can successfully safeguard children. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. She does not have Equal Opportunities or Additional Learning Needs policies in place. She has a recent paediatric first aid qualification. Following our inspection visit, the child minder has written and submitted appropriate allergy management and Prevent policies. She has also developed a suitable method of recording the administration of medicine. She records accidents and incidents but does not record pre-existing injuries. Since our last inspection, the child minder has implemented an appropriate process for conducting fire drills to ensure that children are familiar with the procedure in an emergency; she records these suitably. She ensures that children are always supervised appropriately. The child minder does not wipe the table or remind children to wash their hands before eating. Some children sit on the floor to eat their snacks while others sit at a table. The child minder provides appropriate snacks but is not registered with Environmental Health. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

The child minder cares for children in a kind and relaxed way. She is gentle and considerate in her approach, particularly with younger children who are new to the setting. We observed her whispering quietly to engage and reassure a younger child, "Cat, do you like cats?" She uses humour with older children. We saw her and an older child laughing over a note he wrote her while sitting under the table. The child minder has undertaken behaviour management training and has an appropriate behaviour management policy. However, she does not implement this fully as inappropriate and unacceptable behaviour is not dealt with effectively and promptly. Some children do not always follow the rules and behaviour expectations displayed for them in the playroom. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The child minder has undertaken curriculum training and is beginning to implement this in her choice of resources. She has identified that she needs to do more activity planning and tracking of individual children's development. The child minder does not have a formal method of observing children's skills development and next steps. She provides written feedback to parents of children under 12 months old and verbal feedback for all others.

**Environment****Poor**

The child minder's home is clean and well-decorated. She ensures that visitors during minding hours are signed in and out appropriately. The outside play space is secure. Since our inspection visit, the child minder has submitted a suitable fire and emergency procedure. However, the child minder does not always ensure the adequate safety of the environment in other respects. She did not ensure that the front door was locked throughout our visit. Risk assessments are insufficient to ensure the safety of the service as not all areas of the property are included and risk assessments have not been conducted for activities, car journeys and outings. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Children have access to a playroom and a lounge. The playroom is decorated in calming colours with child-friendly pictures decorating the walls. The child minder told us that children prefer to use the playroom rather than the lounge. However, this results in children being unable to move freely when several children are attending the service. During the inspection the indoor area was not maintained at the required temperature. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. Children have the use of a downstairs toilet with a child seat, step stool, hand wash and paper towels. All routine maintenance checks for the home are undertaken and required insurances are in place. Children access age appropriate furniture. However, there is no soft seating available for children to relax on in the playroom. The outdoor play space is of a good size with a range of active play resources. However, this is only accessible to children in the summer months; they don't have regular access to outdoor activity all year round.

Children access toys and resources easily, which supports their independence. They are clean and of good quality. Several items were of natural materials and some resources promote our diverse society. Most resources are suitable for young children; there is a limited range of play opportunities and resources for older children. The child minder advised that she bought resources for older children, but they prefer to play with the resources targeted to younger children.

## Leadership and Management

Poor

Overall, we found that the quality of leadership and management needs to be significantly improved to ensure that the service delivered to parents and children meets regulations and the National Minimum Standards. The child minder has a range of suitable policies and procedures that she provides to parents. She has a written statement of purpose that provides parents with information about how the setting runs. She needs to update this to ensure that household changes are included; she also needs to ensure that she informs CIW of these changes. All members of the household have an up-to-date Disclosure and Barring Service certificate. Her car has business insurance, tax and an up-to-date MOT certificate. However, she does not have a written procedure for transporting children in her vehicle.

The child minder carries out an annual quality of care review of the service. Parents complete a questionnaire and the actions taken from their feedback are reflected in the report. She has a suitable complaints procedure for parents to raise concerns should they have any.

At inspection, we identified that the child minder records the attendance of younger children appropriately, noting the arrival and departure times. She noted only days of attendance for older children. Since our visit, she has provided us with evidence that she now records all children suitably with exact times. The child minder has appropriate systems for obtaining and keeping required information relating to children. For example, the child minder ensures the signing of contracts and some permissions and gathers relevant information regarding the individual needs of the children in her care. We examined records and identified that suitable adult to child ratios are always maintained.

The child minder has effective relationships with parents. We heard her provide reassurance to a parent that their child had settled well with her. The child minder told us that she maintains close links with the local school to identify, discuss and meet children's needs.



## Recommendations to meet with the National Minimum Standards

R1. Develop records to capture children's progress and plan for the next stage of their development.

R2. Provide resources suitable for children of all ages.

R3. Inform CIW of changes to household composition within 28 days and update the Statement of Purpose accordingly.

R4. Record pre-existing injuries to children.

### 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
20	The registered person must ensure that she is fully aware of her role in safeguarding children. She also needs to ensure that she makes appropriate provision for all children.	New
25	The registered person must ensure all parts of the premises to which children have access are free from hazards to their safety and all unnecessary risks to their health and safety are identified and where possible eliminated.	Not Achieved
37	The registered person must ensure that children have sufficient space to play, that she ensures her home is secure and that suitable temperatures are maintained for the comfort of children.	Not Achieved
38	The registered person must protect children from the risk of harm by ensuring that, by means of fire drills at	Achieved

	suitable intervals, she practices the procedure to follow in the event of a fire with the minded children.	
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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
23	The registered person must ensure that she manages behaviour in line with her behaviour management policy.	New

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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