



## Inspection Report

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**Aberdare**



**Date Inspection Completed**

03/07/2024

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## About the service

Type of care provided	Child Minder
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	24 August 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>Adequate</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Poor</b>

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

## **Summary**

Children are mostly settled, happy, and comfortable in the care of the child minder. They have appropriate opportunities to make choices and decisions about what affects them. Children interact relatively well with the child minder and each other.

The child minder has an adequate understanding of her responsibilities to protect children. She suitably interacts with the children and provides them with appropriate play and learning opportunities.

The child minder appropriately keeps the environment safe and secure. Overall, the facilities are clean and suitably maintained. The child minder ensures children have access to an adequate range of equipment, toys and play materials.

The child minder is not consistent in managing her service. We recognise some improvements have been implemented following inspection. However, the child minder must develop her practice to recognise and address issues independently of Care Inspectorate Wales (CIW). There are several areas of non-compliance and recommendations.

## Well-being

## Adequate

Children have suitable opportunities to make choices and decisions about what affects them. For example, when choosing what they would like to play with from the boxes of resources available. Children are confident to ask questions and their requests are met. For example, a child asked, "*Can I have more toast?*" and their needs were met.

Children are mostly settled, happy, and comfortable and confidently chat to the child minder. Children show concern for one another giving cuddles and holding hands to support each other. They express themselves well. We saw them happily talk and engage in conversation about the noise a trumpet makes and identifying pictures in books. Children co-operate relatively well with the child minder and listen to her instructions when sharing any issues that arose.

Children are confident in the child minder's home. They have suitable relationships with the child minder and each other. Children laugh and ask questions whilst playing and engaging with one another. They receive comfort and support from the child minder when needed, for example, to wash their hands. Children have a sense of belonging and are familiar with routines.

Children show interest and engagement in their play and learning. For example, children enjoyed dancing to songs, listening to story time and counting whilst playing with the vehicles. They are developing their speech and language skills successfully, repeating words, including using some basic Welsh words.

Children have suitable opportunities to develop their independence skills, enabling them to do some things for themselves successfully. Children help themselves to their drinks bottles and independently eat their meals. They are supported with toileting and hand washing. Children positively help each other and show teamwork when putting resources away.

## Care and Development

Adequate

The child minder has a suitable understanding of her responsibilities to protect children. However, her safeguarding training certificate has expired. Following the inspection, the child minder confirmed that she has booked a course to renew her training shortly. The child minder has a valid paediatric first aid training certificate. She told us that there have not been any accidents or incidents, and no requests have been made to administer any medication. She follows adequate hygiene routines and encourages children to wash their hands before meals and after toileting. The child minder has a valid food hygiene training certificate. She provides snacks and meals, which are agreed with parents. However, the options are not always healthy, fresh and nutritious in line with Welsh Government Guidelines.

The child minder promotes positive interactions and good behaviour, praising children regularly and promoting good manners. We saw her praise children with 'high fives' whilst taking part in activities. The child minder encourages children to use good manners, prompting them to say '*please*' and '*thank you*'. She knows the children well such as their likes and dislikes. The child minder supports children to share and encourages turn taking. She calmly intervenes when any issues arise.

The child minder provides children with suitable play and learning opportunities. She encourages children to share books, play nicely together and role-play. We observed her supporting children in recognising colours and counting vehicles. No formal planning is in place and the child minder does not conduct observations or keep records of children's development to help support their progression. The child minder has a basic understanding of additional learning needs and has some experience of supporting children and families in this area.

**Environment****Adequate**

The child minder keeps the environment relatively safe and secure. She ensures the front door is locked. The childminder does not maintain a record of visitors, however following the inspection, she confirmed that a visitors' book is now in place. Facilities are clean and hygienic. The child minder completes regular fire drills and keeps basic records. A valid heating test certificate is in place.

The child minder has a range of risk assessments in place. However, they have not been fully completed, dated and recently reviewed. Although the child minder told us that she completes visual checks around her home, she had not removed bleach from the toilets. The child minder does not implement her risk assessments effectively, which leads to potential risks for children. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following the inspection, the child minder provided updated risk assessments.

The child minder uses her dining area and living room for child minding. A first floor bathroom is available as well as an outdoor toilet. Children can access the rear garden for play but young children are always supervised due to the garden being on different levels. The rooms are bright and comfortable. The indoor premises allows for sufficient space for children to play and rest.

The child minder ensures children have access to suitable furniture, equipment and toys that are appropriate for their age, needs and stage of development. She provides an adequate range of toys and play materials, these include small world, vehicles, puzzles, books and role play resources. Resources are stored in clear plastic boxes within suitable reach of children. The child minder provides some toys and equipment that promote diversity.

## Leadership and Management

Poor

Leadership and management of the setting is not consistent. The child minder has acted to rectify some issues raised at inspection. However, she needs to sustain and continue to improve the leadership and management of her service, addressing issues independently of CIW.

The child minder has several policies and procedures in place. However, they have not been reviewed for a number of years. The child protection/safeguarding, behaviour management and complaints policies and procedures do not fully meet the requirements of the regulations. Following the inspection, the child minder provided a basic policy for behaviour management. However, the updated child protection/safeguarding and complaints policies do not fully meet regulations. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. An updated statement of purpose was provided following the inspection visit; however, it does not fully meet the regulations and national minimum standards. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder does not ensure all relevant regulatory records such as, registers, children's personal records, and contracts are complete or accessible for inspection. Following the inspection, the child minder provided evidence of documentation in place, taking prompt action to address these areas of concern. The child minder has current public liability insurance as well as appropriate valid vehicle documentation. The child minder told us that she does not keep electronic records or photographs, therefore, is not registered with the Information Commissioner's Office (ICO).

Although, the child minder is committed to improving her service, she has not reviewed or evaluated her service for many years, which is an annual expectation. The child minder told us that she has distributed questionnaires to parents requesting formal feedback. Following the inspection, the child minder provided a quality of care report, however, it is not detailed and does not fully meet requirements. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder has ensured all household members aged over 16 years have current Disclosure and Barring Service (DBS) certificates in place. However, she had not notified CIW of changes to household members. Following the inspection, the child minder has formally notified CIW of such changes. The child minder promotes positive partnerships with parents. She keeps parents up to date regularly, using verbal communication during drop off or pick up times. Parent feedback is positive. The child minder told us that she regularly takes children to the local parks and walks around the community.



### 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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22	The child minder must ensure the safeguarding policy is based on the Wales Safeguarding Procedures. In producing this policy the child minder must also be familiar with the Welsh Government's statutory guidance on safeguarding children under the Social Services and Wellbeing (Wales) Act 2014.	New
15	The child minder must review, update and provide CIW with a copy of her statement of purpose to ensure that the document reflect the current service provided.	New
25	The child minder must ensure she carries out effective risk assessments of the premises and reviews them at least annually to ensure children's safety.	New
32	The child minder must ensure that the complaints procedure is fully compliant with regulations and national minimum standards.	New
16	The child minder must, on an annual basis, arrange and obtain feedback from those who use the service in order to monitor, review and improve the quality of care given to children. The provider must prepare a report and ensure this is available to parents, the local authority arranging for child minding and the Care Inspectorate Wales.	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)
Standard 7 - Opportunities for play and learning	Observe and record what children do to help plan for their next steps in play, learning and development.
Standard 24 - Safety	Ensure there is a system for managing access to the premises and a record of visitors is maintained at all times.
Standard 5 -	Ensure that children's records are organised and easily accessible

Records	at all times.
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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)
Follow the Welsh Government 'Food and nutrition in childcare settings' guidance when providing snacks or meals to children.
Ensure that core training such as safeguarding is renewed in advance of expiry dates.

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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