



## Inspection Report

**Wendy Phelps**

**Abertillery**



**Date Inspection Completed**

25/04/2024

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## About the service

Type of care provided	Child Minder
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	20 May 2019
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><a href="#">Well-being</a></u>	<b>Adequate</b>
<u><a href="#">Care and Development</a></u>	<b>Adequate</b>
<u><a href="#">Environment</a></u>	<b>Adequate</b>
<u><a href="#">Leadership and Management</a></u>	<b>Adequate</b>

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

### **Summary**

Children are content and settled. They feel secure, happy, and comfortable. Children form close relationships with the child minder. They play confidently together and express themselves well in accordance with their ages and stages of development. Children can make choices about how they spend their time.

The child minder is supportive and responsive to the needs of the children. She knows the children well and is confident in her role, although her knowledge requires refreshing in some areas, such as safeguarding. The child minder provides activities and resources that are interesting to children.

The premises are secure and safe. Play areas and equipment are suitably clean and maintained. There is adequate space for children to play and develop. Toys and play equipment are age appropriate and in proper condition. The children enjoy regular visits to the local parks and community venues, and access to the outdoors at the property.

The child minder does not pay due attention to the regulations and National Minimum Standards in operating her setting. Operational records are in place and suitable, and safety checks completed. However, all policies require review and update in line with the National Minimum Standards and other relevant guidance. Additionally, the child minder has not ensured that the setting's Statement of Purpose is a complete and accurate reflection of the service provided, or that a robust Quality of Care review is undertaken each year and is therefore non-compliant with the regulations in both of these respects.

**Well-being****Adequate**

Children make choices and are content in the time they spend at the child minder's home. They are confident to speak up and make their needs and wishes known. They have consistent opportunities to follow their play interests and to make decisions and choices about what they like to do. Children chat animatedly with the child minder and they have nice conversations.

Children are happy and familiar with the home. They are confident to move around independently, selecting activities of their choosing, assisted by the child minder when necessary. They follow their interests and are supported effectively to enrich their play opportunities. They enjoy involving the child minder in their play. They are relaxed and comfortable with her and receive encouragement to support their well-being.

Children are learning to manage their own behaviour and interact nicely in the setting. They demonstrate a good understanding of what is expected of them whilst they are at the setting. The children are polite and well-mannered with the child minder and they respond well to requests and any guidance on their behaviour.

Children find some enjoyment in their play and concentrate on activities for an appropriate amount of time. An adequate selection of play opportunities suitable for their age and stage of development are provided for them by the child minder. We saw them engage with craft activities and develop an extended roleplay outdoors with the child minder. However, they also watched television and videos on the internet whilst the child minder dealt with a tradesperson who attended the home. There are regular trips to the park and other outdoor areas to extend children's social experiences.

Children have opportunities to develop skills and independence. There is a downstairs bathroom which children access independently, as is appropriate for their age. Children engaged in opportunities to develop their imaginative play, as well as fine motor skills crafting and threading.

## Care and Development

**Adequate**

The child minder has an adequate understanding of her role and responsibilities, but this must be strengthened and updated in some areas. In the main, suitable procedures are used by the child minder to keep children safe and healthy. The child minder maintains paediatric first aid training so that she can meet children's needs. Disclosure and Barring Service (DBS) checks are updated as necessary. Effective accident, incident and medication recording systems are in place. However, the food and drinks provided by the child minder are not sufficiently nutritious as required by the regulations. The child minder's understanding of child protection and safeguarding is adequate, but her training is now out of date.

Children are treated warmly, with dignity and respect. The child minder sets realistic boundaries, is a good role model and uses a consistent approach to managing behaviour. She takes account of the children's age and understanding. She speaks with the children in a calm and reassuring manner, which puts them at ease.

The child minder provides a nurturing and caring environment in which children's development is promoted and their needs are met. The child minder ensures that children are able to exercise choice over the activities they engage in. She takes into account children's interest and abilities, which ensures children respond well, are interested and engaged. She also gives some consideration to the skills she aims to develop in the children through the various activities she provides. There are very few planned activities, and she does not keep a record of children's development to support her in planning to meet their next steps in learning and development. We heard no incidental Welsh being spoken by the child minder, and there was little evidence of the inclusion of the Welsh culture or the diverse cultures of modern Wales in the provision for children.

**Environment****Adequate**

Children are cared for in an adequately clean and safe environment. The front door was kept locked during the inspection. Clean, hygienically maintained toilet and hand wash facilities are available on the ground floor, which the children use independently. The child minder maintains relevant insurances and an annual gas safety certificate for her home. She undertakes fire drills regularly and these are recorded appropriately. Registers of children's attendance are appropriately maintained. Some basic risk assessments are in place for the homes and the two pets.

The facilities and equipment provided meet the children's needs of the children attending. The home was appropriately maintained, with suitable standards of cleanliness and maintenance. The way in which resources are stored means that children can access some of them independently, and others which are stored out of children's reach, are requested. A child sized table and chairs is available for the children to do activities. The front garden is accessible to children and we saw children make use of it.

Children have access to toys and equipment that are appropriate and suitable to their needs. The resources at the setting cover a suitable range of play opportunities for the ages of children cared, both indoors and outdoors. We saw children freely choosing from resources the child minder had brought out, and they could access others if they wished. We saw children enjoy colouring and sticking, and threading with the child minder, as well as finishing Easter bonnets they had started to the day before. Also, role play and physical play in the garden.

## Leadership and Management

**Adequate**

The quality of leadership and management is not consistent at this setting. The child minder is experienced. However, there have been lapses where necessary actions have not been taken. There is a statement of purpose providing parents with essential information about how the setting runs. This was not up to date and did not contain all of the information needed. The setting is therefore non-compliant with the regulations. There are policies in place to guide how the setting operates. However, they have not been kept under adequate review and must now be reconsidered and updated in line with the new National Minimum Standards and other relevant guidance.

The child minder does not have a suitable system in place to formally monitor the quality of her setting, allowing the necessary actions to keep the service up to date to lapse. The current Quality of Care report has not been updated since 2019 and therefore does not demonstrate that the child minder consults with parents and children. Additionally, further evaluation is required, reflecting on what the child minder has done to improve the service in the past 12 months, and what she intends to improve upon in the following 12 months. The setting is therefore non-compliant with the regulations.

Procedures are in place to ensure the child minder is suitable to care for children. The child minder and relevant members of her household have DBS checks in place and she has a system to ensure they are updated. There are contingency plans in place to deal with emergencies and nominated people in place who can be called upon in an emergency. Continuing professional development has not been a strong focus of the child minder since the last inspection, and this is reflected in her understanding of childcare and related matters.

The child minder understands the importance of working in partnership with parents to ensure children receive support required to meet their individual needs. She gathers information about children's preferences and needs before they start. The child minder keeps parents well informed. She provides verbal feedback to parents on collection.



### 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
15	Ensure the setting's statement of purpose is an accurate reflection of the service provided at all times	New
16	Ensure a system is adopted that results in a robust, suitable quality of care review at least every 12 months, as well as a report of its findings	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 20 - Child protection	Attend Level 3 safeguarding training
Standard 12 - Food and drink	Ensure all food and drink provision is nutritious. This was highlighted at the last CIW inspection and has not been acted upon

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)
Outline the 'Prevent' duty in the safeguarding policy. This was highlighted at the last CIW inspection and has not been acted upon.
Strengthen the inclusion of the Welsh language and the diverse cultures of modern Wales
Review and update all service policies. Date the policies, keep them under review, and ensure the service operates in full knowledge of them

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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