



Inspection Report

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Caerphilly



Date Inspection Completed

13/03/2024

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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	26 & 27 June 2017
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>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Adequate

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

Summary

Children are happy and enjoy their time with the child minder. They are relaxed in their relationships with her, showing trust and warmth. They make choices freely and interact well with other children. Younger children are very inquisitive and keen to investigate their environment.

The child minder is very kind and caring, and interacts well with the children in her care. She understands how to keep children safe and healthy. She manages children's behaviour in a positive manner, responding warmly and appropriately to children's requests. She follows children's interests and provides opportunities for them to be active and develop their social skills.

The child minder's home is clean, well-decorated and effectively organised. The garden provides an attractive space for children to engage in regular active play. There is a variety of age-appropriate, well-maintained toys and resources both inside the home and outside in the garden.

The child minder is committed to ongoing improvements. She understands the importance of working with parents to ensure the well-being of the children in her care. However, some improvements to record keeping and management of the service are needed.

Children are settled and express their enjoyment and enthusiasm for the setting. They move around play spaces freely. They are confident to choose resources to play with and decide how they would like to use them. Young children happily move around the room investigating the toys and take delight when given things to play with by the child minder or other children. Older children make choices about where they wish to play and relax on arriving back from school. They make choices about what drink they would like and make requests to the child minder.

Children are safe, happy and content in the child minder's care. They have clear bonds of affection with her and they show trust and warmth in their interactions. Young children settle very quickly on arrival and separate immediately from their parents. Older children are content in their routines with the child minder and appreciate the trust she places in them. For example, when walking back from school, once safely away from roads, she allows them to run ahead a little and they in turn ensure she can always see them.

Children behave very kindly and considerately towards each other. They share resources well for their ages and interact thoughtfully. For example, a child tied their friend's shoelace on the school run to ensure they wouldn't trip. Older children show care and warmth towards younger children through engaging them in games of 'peekaboo' and throwing paper planes to each other.

Children are free to explore their environment and spend time on activities that interest them, which encourages them to learn and develop. Younger children laugh as the child minder pushes them on a ride-on car while older children roll balls to each other or quietly read or colour. They told us they particularly enjoy spending time in the garden during the drier months.

Children have good opportunities to develop their independence skills through a variety of interesting play and learning experiences. We observed babies practicing their walking holding the child minder's hands and feeding themselves at snack time. Older children were very familiar with routines and independently stored their bags, shoes and coats on arriving at the child minder's home from school. They washed their hands independently before their snack.

The child minder implements good procedures to meet children's personal care needs and ensure their safety and well-being. She wipes tables and highchairs after they have been used for food and ensures children wash their hands before food and after using the toilet. The child minder has a food handling certificate. She changes nappies in a manner that ensures children's privacy, dignity and hygiene. The child minder has a good understanding of her responsibility to safeguard children and can identify the signs and symptoms of abuse. She has a clear policy for the administration of medication. The child minder has an appropriate paediatric first aid qualification and ensures first aid boxes are stocked suitably. She carries out monthly fire drills but does not record detail regarding the time of the drill and the children in attendance. The child minder supervises children very effectively. She ensures all children only have access to age-appropriate toys and explains thoughtfully if children wish to play with something unsuitable for their age or the age of the friend they are playing with. The child minder uses appropriate methods to ensure all children are safe while walking from school.

The child minder is very responsive to children's needs and delivers warm, nurturing care. She listens carefully to children's requests and demonstrates politeness and respect in her interactions with them. She speaks warmly about them and knows their needs well. The child minder is mindful of the age and stage of children when managing behaviour issues. For example, she encourages younger children to be gentle and reminds older children to move carefully around the room when younger children are there. She frequently praises children and their efforts which boosts their self-esteem and confidence.

The child minder supports younger children's imagination and learning naturally by playing alongside them, encouraging skills development consistently. She takes children to a variety of activity groups to ensure they have regular opportunities for active play and to socialise with other children of their age. She uses this as an opportunity to develop children's cultural awareness; for example, she took a group of children to Caerphilly Castle to celebrate St David's Day. The child minder allows older children to lead their own play after school or to relax as they wish. During school holidays, she plans a range of activities to interest children of all ages.

The child minder's home is very clean, bright and inviting. The front door remained locked throughout our visit and there are stairgates to prevent children from accessing the hallway and kitchen unattended. The child minder reviews and updates risk assessments regularly. She identifies potential hazards quickly and removes these immediately. For example, we observed her regularly tidying up toys to ensure a clear path for children to move. The child minder ensures hazardous substances are stored out of reach of children. She has public liability insurance and a gas safety certificate is in place. Younger children eat in a well-maintained highchair with a secure 5 point harness. The child minder ensures the areas used by her dogs are very regularly cleaned.

The child minder's home is welcoming and provides lovely indoor and outdoor space for children to play. Children have use of a comfortable lounge that is set out to allow children to access resources independently and move around freely. There are low sofas for children to relax and space for children to sleep in a travel cot or reclined pushchair. The child minder advised she provides activities for children in the kitchen when others are asleep in the lounge. Children have access to a bathroom upstairs. It is well-stocked with hand soap and paper towels to support children's hygiene.

The child minder's property has a very attractive, well-maintained garden split over two levels. She has taken measures to ensure it is safe and accessible for children. At the time of our visit, the child minder advised it was not being used due to the inclement weather. She has a thorough risk management procedure to prepare the area for use once the better weather arrives and then before each day's use.

The child minder provides a good variety of clean, appropriate and varied resources, ensuring suitable provision for younger children. However, more resources are needed to engage older children over longer periods of time spent with her. Some resources promote our diverse society. Children can access resources independently as they are stored at low level and are familiar with the toys available to them. The outdoor area contains a wide range of well-maintained resources to allow children to be active in their play or relax in the fresh air.

The child minder has a statement of purpose which outlines the details of the service she offers to parents and children. However, some required information is not contained in the document. She has developed a range of policies and procedures but many of these have not been updated for some time. The child minder ensures her car has valid insurance, tax and MOT. Some records are kept appropriately but several required documents were not obtained and kept by the child minder. Missing information included parental permissions for several children and actual times of attendance for children. Additionally, the child minder did not review contracts when hours of attendance changed and she did not have formal systems for recording accidents, incidents and pre-existing injuries. Therefore, an area for improvement has been identified and we expect the provider to take action.

The child minder is reflective and was very keen to discuss ways of improving the service she provides to children and families. She has effective processes for ensuring safety checks and mandatory training are carried out on time. She submits an annual quality of care report, but this does not reflect the views of parents or children regarding the service. There is a suitable complaints policy available for parents.

The child minder does not employ an assistant and currently works alone. She is appropriately qualified and up to date with the required mandatory training. The child minder has a Disclosure and Barring Service certificate (DBS) to confirm her suitability as a registered child minder. She also ensures household members aged 16 and over have current DBS certificates, although she has not formally advised Care Inspectorate Wales that they live at the address.

The child minder understands the importance of working with parents to ensure the good care of their children. Parents we spoke with were complimentary and were happy with the care the child minder provides to their children and them as a family. The child minder provides effective feedback to parents when they drop off and pick up their child. Each year, she provides parents with an overview of their child's time and progress at her setting. The parents make a written comment to provide their thoughts regarding their child's care.

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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30	The child minder must ensure all records relating to children's attendance and welfare are obtained and maintained.	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	Record times of fire drills undertaken together with names of the children present.
Standard 23 - Equipment	Provide more resources to interest and stimulate older children.
Standard 1 - Information	Review the setting's statement of purpose to ensure it contains all required information.
Standard 18 - Quality assurance	Include the views of children and parents in the setting's annual quality of care report.
Standard 13 (Child Minder) - Suitable Person	Ensure all household members aged 16 and over are registered with Care Inspectorate Wales as living at the premises.

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 all policies annually.

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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