



Inspection Report

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Nr Bridgend



Date Inspection Completed

01/10/2024

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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	29 October 2019
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Poor
<u>Environment</u>	Poor
<u>Leadership and Management</u>	Poor

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

Summary

Children have a suitable voice and are happy at the setting. They interact appropriately and many have a good relationship with the child minder. Children have adequate opportunities to make choices about the activities they choose inside. Observations were limited due to the number of children that currently attend, and the time they spend at the setting.

Improvements are required in the child minder's understanding of her role to keep children safe and healthy. As a result, Care Inspectorate Wales (CIW) have issued a priority action notice in relation to safeguarding, and an area of improvement in relation to medication. These are detailed at the end of the report. The child minder has a gentle and kind approach towards children in her care. She organises resources and provides some activities that are suitable for children that currently attend.

Improvements are required in relation to the environment. As a result, CIW have issued a priority action notice and made recommendations to meet the National Minimum Standards (NMS). The child minder provides sufficient space for children to play indoors. She offers an adequate variety of toys and resources that are suitable for children that attend.

The leadership and management of the setting does not meet the requirements of the regulations and NMS. CIW have issued a priority action notices and four areas for improvement. These are in relation to record keeping, provision of information, complaints procedure and the review and assessment of the service. The child minder has assured CIW that she will take appropriate action.

Well-being**Adequate**

Children communicate their wishes, and their needs are considered. They have some opportunities to make choices and decisions about what affects them. For example, children ask the child minder for colouring pictures and their requests are granted. Children are confident to communicate if they want food at snack time. The majority respond appropriately to the choices of food the child minder offers.

Children are settled, happy, and comfortable in the care of the child minder. Older children tell us they enjoy attending the setting. They have some control over how they spend their time which makes them feel valued. For example, after school, children have access to toys and resources in a designated playroom within the setting. They tell us they usually watch television before school and can have toast if they are hungry.

The majority of children interact positively with the child minder. For example, whilst playing with the toy horses a child included the child minder in their imaginary play. They responded positively to the child minder's suggestions about how to play with the horses. A minority of children are learning about how to consider other children's spaces and how to ask for things politely and use appropriate language. Children were happy to chat to us during our visit and tell us about their time at the setting.

Children tell us they enjoy their time with the child minder. They engage in activities and concentrate for an appropriate length of time. For example, an older child chooses to have some quiet time, colouring to relax after school. They are confident to chat to us about their favourite pop singers and discuss the costumes they wear in their concerts.

Children have some opportunities to develop their independence skills enabling them to do some things for themselves. They eat their snack at a low-level table and choose the resources they want. All children visit the toilet independently, but the child minder supervises younger children going to and from the toilet.

Care and Development

Poor

The child minder has a first aid kit and has attended first aid training in the past. However, her current training certificate has expired, and the first aid kit viewed at inspection contained expired resources. During the inspection the child minder confirmed that she has booked on to first aid training. The child minder does not have a suitable understanding of safeguarding procedures. The child minder was unclear regarding procedures to follow if she had safeguarding concerns and how to report. She does not keep a record of children's existing injuries. The child minder has not attended regular safeguarding training or kept her safeguarding policy and procedure under review. She has not always ensured that herself, and household members over the age of 16 years have a current Disclosure and Barring Scheme (DBS) certificate. As a result, the child minder has not ensured that children in her care are always safeguarded. 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. Therefore, CIW have issued a priority action notice. The child minder has a medication policy in place, but this has not always been followed. She has not always obtained permission for the administration of medication and records are not always signed by parents / carers. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder has a suitable understanding of promoting personal hygiene. For example, before children eat, she wipes the table and ensures children wash their hands. The child minder completed food hygiene training during the course of the inspection. She does not prepare meals for children. The child minder provides toast for children that attend before school, and a small snack after school such as fruit and yoghurt. She tells us that she has registered with the food standards agency, although she was unable to provide written confirmation.

The child minder manages behaviour satisfactorily. She speaks to children in a quiet voice and explains her rules. However, strategies for managing unwanted behaviour that meet the individual needs of children are limited. The child minder praises children's achievements. For example, she praises children's work saying "oh, lovely colouring, well done."

The child minder currently provides care before, and after school. She provides suitable resources for the children that attend. However, she does not have any planning for activities that meet the individual needs of the children that attend. The child minder keeps some photographs of children's activities which she shares with parents / carers. We saw photographs of children's activities during the school holidays. These showed children participating in activities such as making slime, weaving and playing in the garden. The child minder tells us they visit the park and nearby field and has plans for children to use an allotment in future.

Environment

Poor

The child minder ensures the home is secure, and no unauthorised access is allowed. Visitors enter via a video doorbell. However, she does not keep a written record of visitors to the setting. The child minder completes some general maintenance such as the gas maintenance. Some safety measures are in place. For example, the child minder ensures child safety gates are fitted and there are locks on kitchen cupboards. However, the child minder's risk assessment is not effective. This is because no risk assessments were available and during our inspection and no daily checks had been completed. Potential hazards identified in previous inspections, as well as recommendations in relation to risk assessing have not been addressed. For example, the steps leading to the property have not been made safe. These issues mean there are times when children are not protected from potential risks within the environment. 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 has a fire evacuation procedure and ensures children are familiar with it by completing fire drills. However, these are not recorded, and a carbon monoxide detector has not been fitted as recommended in the last inspection.

The child minder provides care in a playroom which is organised and suitably decorated. Children have access to the garden, but this was not in use during the Inspection due to safety checks not being completed and broken resources needing to be disposed of. The garden is enclosed with a fence. The child minder tells us the children are always supervised when in the garden and a lock is fitted to the gate during these times. The child minder provides a suitable toilet for the children to use independently with individual towels. However, she does not have a pet policy in place.

The child minder provides suitable age-appropriate toys and resources. All resources are organised in boxes with around half of the resources accessible to the children independently. However, children must remember where resources are as they are not labelled. Currently the children that attend are all of school age. The child minder tells us she is in the process of organising and storing some of the toys that are not used.

Leadership and Management

Poor

The leadership and management of the setting is not effective. The child minder has not submitted the annual self-assessment of service statements (SASS) to CIW and has not

completed annual reviews of the setting. These are areas for improvement, and we expect the provider to take action. The child minder has not notified CIW in relation to changes to household members. Provision of information was an area for improvement during the last inspection, but the child minder has failed to take action to address this. While no immediate action is required, this remains an area for improvement, and we expect the provider to take action.

The child minder has not acted on many recommendations and areas for improvement from previous inspections. She has some policies and procedures in place; however, these have not been reviewed and many do not meet the current NMS. The child minder tells us she has not received any complaints. She has a complaints policy in place which is shared with parents / carers. However, the policy refers the complainant to an email address for a person other than the child minder. As a result, there is a risk that concerns may go unresolved and personal information may be shared with the wrong person. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder keeps some records about the children she cares for. These include contracts, and children's information forms. However, they do not contain written permission from parents / carers for emergency medical treatment for children, transportation of children, or any other activities such as taking photographs or applying sun cream. The child minder has suitable forms to record accidents, but she has not kept records of all accidents. She does not keep a record of children's attendance, or visitors to the setting. 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 is suitably qualified. During the inspection she informed CIW that she had not maintained public liability insurance, was not a member of an umbrella organisation or registered with the information commissioner's office (ICO). The child minder acted promptly with regards to these matters and has provided confirmation of valid public liability insurance and registration with ICO. She has an up-to-date Disclosure and Barring Service certificate (DBS) to confirm her suitability as a registered child minder. She also has one for her husband who is a household member. However, the child minder told us that these DBS checks certificates have not been maintained in the past. The child minder ensures the suitability and maintenance of her vehicle which is used to transport children. She has reviewed and updated her statement of purpose during the course of the inspection and provided CIW with a copy.

The child minder understands the importance of working with parents / carers. Many of them are happy with the care their children receive. The child minder informs parents / carers of their child's time at the setting. She does this via a private messaging app and at handover. The child minder has engaged with the inspection process and following discussions has begun to take appropriate action to rectify matters highlighted.

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
30	The registered person must ensure accurate records for children are kept in relation to accidents and incidents. The registered person must keep a record of children that attend the setting, their hours of attendance and any visitors to the setting.	New
25	The registered person must ensure risk assessments and daily safety checks are effective in identifying risks to children.	New
20	The registered person must ensure that every person who has attained the age of 16 years and who lives on the relevant premises has an enhanced Disclosure and Barring Service (DBS) certificate.	New

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.

Area(s) for Improvement		
Regulation	Summary	Status
26	The registered person must ensure that only medicine prescribed to a child is administered. They must ensure that permission for the administration of medication is obtained and that accurate records are kept.	New
17	The registered person must complete and submit an assessment of the service to Care Inspectorate Wales as required by Welsh Ministers.	New
16	The registered person 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 and Care Inspectorate Wales.	New
31	The registered person must ensure that all notifiable events including any change to persons living at the premises are submitted to Care Inspectorate Wales as soon as possible but no later than 14 days after the event has occurred or changes take effect.	New
32	The registered person must ensure that the complaints procedure for the service is compliant with regulations and provides the correct contact information.	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 10 - Healthcare	Ensure written parental permission for emergency medical advice or treatment, and any other relevant permissions required is obtained for children.
Standard 10 - Healthcare	Ensure that a suitable first aid kit is available and always maintained and that first aid training is maintained.
Standard 4 - Meeting individual needs	Consider professional development and training in behaviour management and additional learning needs in order to meet the needs of children.
Standard 7 - Opportunities for play and learning	Plan activities that engage children and meet their individual needs and interests.
Standard 24 - Safety	Ensure a carbon monoxide detector is fitted and that records of fire drills are kept, ensuring these are regular so that all children attending are familiar with the fire evacuation procedures.
Standard 10 - Healthcare	Establish a pet policy.
Standard 18 - Quality assurance	Ensure policies and procedures are reviewed effectively, giving due regard to the regulations and national minimum standards.

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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