



Inspection Report

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Abertillery



Date Inspection Completed

03/07/2024

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	15 December 2020
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 settled, comfortable and happy in the childminder's home. They direct their own activities and learning and are confident communicators. They have formed close friendships with one another and the child minder. They develop their independence skills well by taking part in a variety of experiences.

The child minder understands her role to keep children safe and healthy. She provides warm and responsive care and manages interactions positively in an engaging way. The childminder supports children's learning and development well by providing a range of activities and resources in line with children's interests.

The childminder's home is a welcoming environment, and the available space is used effectively. The child minder maintains her home well, with most safety aspects fully considered. Children can play and complete their chosen activities in comfort and a good variety of resources and experiences promote children's all-round development.

The child minder manages her service appropriately. She has basic policies and procedures in place and children's information is obtained with suitable records kept. She monitors and reviews her service regularly to improve outcomes for children. She has developed positive partnerships with parents who use her service.

Well-being

Good

Children are free to make choices and decisions about what they would like to do during their time in the childminder's home. They express themselves well and ask for anything they might want with ease. They confidently choose the activities and resources they wish to use and offer suggestions towards what meals or snacks they would like. Older children complete feedback forms to express their views, feelings, likes and dislikes about the setting.

Children are very happy, settled and relaxed in the childminder's home. They have a good sense of belonging because they have formed strong bonds of attachment with the child minder. They sit contently with her and enjoy chatting and having general conversations. Children receive frequent praise for their efforts and achievements, enhancing their self-esteem and making them feel valued. For example, they smiled proudly when they were praised for things such as sharing resources, succeeding at tasks and helping to tidy cutlery and crockery away after eating.

Children interact well and develop their social skills. They have built strong friendships and enjoy one another's company sharing plenty of smiles and laughter. They happily complete activities alongside one another as they spend time chatting about their holidays and adventures. They readily share resources and are kind, caring and considerate. For example, we heard a child say "*It's like this, let me show you*" as they modelled to another child how to complete an intricate task. They listen well and engage with the expectations of the child minder by following rules to help keep themselves safe.

Children are motivated and enjoy their play and learning. They engage well and concentrate on their chosen activities for extended periods of time. For example, children were engrossed in a loom band challenge as they worked hard to make necklaces, bracelets and anklets using a variety of different coloured patterns. We saw that they engaged with each other positively and responded well to adult guidance during the activity. One child made a bracelet specifically for the child minder and was delighted, smiling proudly saying "*Look it fits*" as they attempt to place it on her wrist.

Children are developing their independence skills well. For example, we saw that older children washed and dried their own dishes after eating, with guidance from the child minder. They listen well and follow any instructions given, such as helping to put toys away and washing their hands at appropriate times. They are motivated to follow their own personal interests and freely access the resources available to them. They take ownership and responsibility for their own belongings.

Care and Development

Good

The child minder has a good understanding of how to keep children safe and healthy, implementing her health and safety policies and procedures effectively. She holds up to date safeguarding training and understands the procedures to follow should she have any concerns about the children's safety or welfare. There is a clear accident, incident and medication policy in place and appropriate record keeping forms are available. However, the child minder told us that there have not been any recent accidents or incidents, and no requests have been made from parents to administer any medication. The child minder has current paediatric first aid training, enabling her to deal with minor injuries or accidents confidently and she obtains written permission from parents for a variety of situations, including emergency medical care. The child minder holds relevant food hygiene training and provides breakfast and small meals to children. She has a thorough knowledge of children's individual food preferences and has robust systems in place to ensure that any allergies or dietary requirements are managed effectively. The child minder follows correct cleaning procedures as part of the infection control process to help keep children healthy and safe.

The child minder manages children's behaviour well. She has a calm and patient nature and is a good role model, treating children with respect. She sets clear boundaries with children and has implemented a variety of 'house rules' which children readily follow. The child minder has a clear behaviour management policy in place and implements positive strategies, offering regular praise to children for their efforts. We heard phrases such as "*Well done, good teamwork*" and "*That's so kind of you*", often. She ensures mealtimes are sociable as she sits and chats with the children as they eat, encouraging good manners.

The child minder is responsive to children's needs. She has fostered good relationships with children and parents and understands the needs and preferences of the children in her care very well. She takes interest in their chosen activities and talks to them about their creations. She challenges the children by *asking questions such as "Can you make a pattern using more than four colours?"*. There are no formal plans in place for activities and the childminder does not undertake observations of the children to inform next steps in learning. This is because the children who attend are in full time education and are only in the childminder's care for a very short period of time each day. However, she told us that during school holiday periods she often arranges experiences and outings for children such as visits to places in the local community or trips to the beach. The child minder does not provide the Active Offer of the Welsh language.

Environment

Good

The child minder provides a welcoming home from home environment for children, ensuring that the premises are safe and secure. External entrances are always locked, and a log of

any visitors is maintained. The child minder is confident in how to keep children safe at home and during outings. She has suitable risk assessments in place for most aspects of the service including any outings and school runs and these are reviewed regularly. She spoke confidently about minimising risks and performs daily visual checks of the environment to ensure children's continued safety. The child minder has a clear fire evacuation plan in place for the premises and fire drills are completed regularly ensuring children are aware of how to leave the home safely in an emergency. The child minder ensures most maintenance checks for the home and appliances are up to date. Fire equipment is regularly tested, and annual checks are conducted on the wood-burning stove. However, we noted that the annual gas safety check for the central heating system had not been renewed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The home environment is well maintained and comfortable for the age range of the children who attend the service. Children have access to the downstairs lounge and dining room which provides a bright area for children to complete their chosen activities. There is a small front garden area to promote younger children's outdoor play experiences. The child minder told us there is a larger garden at the rear of the premises, however this is currently out of use due to on-going repairs to the fence. Internally, there is ample space enabling children to move around freely. The child minder utilises the lounge and dining area well to provide a variety of activities for children. Furniture is of suitable size and design and there is comfortable seating in the lounge for older children to relax or watch TV. There is an accessible ground floor bathroom, which is clean, well maintained and suitably equipped to support children's independence.

The child minder provides a wide range of good quality, age-appropriate resources which are in line with children's interests. For example, a variety of arts and crafts, construction blocks, board games and jigsaw puzzles. Resources are stored in a separate extension room in an accessible storage unit which children can access freely to promote their independence. The child minder informed us that these resources are regularly rotated to provide further choice and variety for children. All resources, toys, activities and games are clean and in good condition. The child minder provides some multi-cultural resources such as a range of books and puzzles which help to promote equality and awareness of various cultures and the diverse society we live in.

Leadership and Management

Adequate

The childminder generally runs her service well. The statement of purpose provides sufficient information about the service enabling parents to make an informed decision about the care of their child. The child minder has a range of satisfactory policies and procedures in place and has kept these updated through regular review. There is a register

of children who attend the childminder's service each day, but we noted that accurate times that children arrive and leave was not clearly recorded. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder obtains relevant information about children as part of the admission process and children's records are completed including parental consents. The child minder has up to date car documents in place for the transportation of children and certificates such as public liability insurance.

The child minder monitors the quality of her service appropriately. She asks for the views of children and parents via feedback forms and uses this to help her evaluate her service. The child minder completes an annual review of the quality-of-care she offers and produces a brief report which includes her vision, and a plan of what improvements she would like to make in the future. In previous years, the child minder has submitted her Self-Assessment Service Statement, however we noted that she has failed to complete and submit this on the most recent occasion when this was requested by Care Inspectorate Wales (CIW). While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder organises her day to meet the needs of the children in her care. She has a nominated back-up child minder that she can call on should an emergency arise. She ensures that all mandatory training such as paediatric first aid and child protection is regularly updated and fulfils her responsibilities in terms of notifying CIW of any changes or significant events affecting the service. The child minder has an up-to-date disclosure and barring service check (DBS) to confirm her suitability as a registered child minder.

The child minder promotes positive partnerships with parents. She maintains good relationships with them keeping them up to date regularly through verbal and private messages. Before children start at the setting, the child minder asks parents specifically about their child's preferences, needs and abilities to ensure the best possible care for each child. Parents feedback is positive, and they value the care their children receive. One parent commented "*I always feel safe when my children are there as she always goes above and beyond to care for my children*".

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.

Area(s) for Improvement

Regulation	Summary	Status
25	The Registered Person must ensure that gas safety maintenance checks for the property are completed	New

	annually.	
30	The Registered Person must strengthen procedures for the keeping of daily attendance registers to ensure they clearly record the time that children arrive and leave the service each day.	New
17	The Registered Person must ensure to complete a Self-Assessment of Service Statement (SASS) within 28 days of receiving a request.	New
6	Regulation 6(3)(a)(I) The child minder must renew her police check with CSSIW	Achieved

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)
	No NMS Recommendations were identified at this inspection

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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