



Inspection Report

Sarah Michael

Neath



Date Inspection Completed

26/06/2024

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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	24 August 2021
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>	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 are settled, happy, and comfortable in the care of the child minder. They have adequate opportunities to make choices and decisions about what affects them. Children interact well with the child minder and engage suitably in activities.

The child minder has an adequate understanding of her responsibilities to protect children. She does not always ensure stringent hygiene levels and infection control practices are fully implemented. The child minder has not renewed core training in a timely manner. The child minder provides children with suitable play and learning opportunities.

The child minder does not always ensure the environment is free from hazards, safe and hygienic. Overall, the facilities are appropriately 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. The child minder must develop her practice to recognise and address issues independently before they are raised with her by Care Inspectorate Wales (CIW). There are several areas of non-compliance and recommendations.

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. Children's interests and decisions are taken into account. For example, we saw some children's favourite resources being made available on request, such as blocks. Children play happily with age-appropriate resources chosen from the low level boxes.

Children settle in well because practices are implemented to support individual needs. Children are content and are beginning to form relationships with the child minder. They are becoming familiar with their surroundings and routines. Their feelings are acknowledged and they are developing bonds of attachment. For example, children confidently explore the play area and are relaxed with the child minder's family members.

Interactions between children and the child minder are positive and children are engaged in activities that have been arranged for them. Children enjoy spending time exploring resources such as a box of vehicles, soft toys and puzzles. They take part in activities such as colouring and dancing to music. Children also enjoy playing with a reasonable selection of resources. Children respond well to interventions from the child minder when sharing issues arose.

Children have some opportunities to develop their independence skills enabling them to do some things for themselves. Some children successfully eat their lunch at a low level table and visit the toilet independently. The child minder offers support when necessary. We did not see children playing outdoors on the day of our visit.

Care and Development

Poor

The child minder is continuing to develop her understanding of her regulatory responsibilities and is working towards implementing policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. The child minder is aware of her safeguarding responsibilities and was aware of the procedures to follow should she have any concerns about a child in her care. However, she had not undertaken recent training to refresh or update her safeguarding knowledge. The child minder keeps an accident/incident and medication book, however, no records have been made since 2010. The child minder told us that no accidents/incident have occurred and no child requires medication at present. The child minder does not always ensure that she renews her training in a timely manner, for example we found that her paediatric first aid certificate had expired. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The child minder provides meals and snacks as well as drinks or gives parents the choice to provide these themselves. We also found that the child minder's food hygiene training certificate had expired. Stringent hygiene levels and infection control practices are not fully implemented such as consistent handwashing or appropriate hygiene practices for nappy changing procedures. This had been highlighted at the previous inspection. 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.

Interactions between the child minder and children are consistent, demonstrating warmth and kindness. The child minder is sensitive to the needs and experiences of children and responds well to them. She demonstrates that she knows the children in her care well, for example she knows their likes and dislikes. The child minder told us that she does not plan activities and does not maintain developmental records to record children's individual achievements or progress. She also stated that she shares information and keeps parents up to date with their child's time at the setting verbally. The child minder offers an adequate range of resources, which are stored in boxes at low level, providing children with opportunities to make some choices and promote their independence.

Environment**Poor**

The child minder has basic measures in place to ensure that she fulfils her responsibilities in relation to the safety of children in her care. The indoor and outdoor environments are generally secure. However, the child minder does not always ensure that they are safe and hazard free. The childminder has a risk assessment in place for the living room, however, has not reviewed it and has not completed a risk assessment for the bathroom and garden. This was highlighted at the previous inspection. The child minder had not removed bathroom toiletries out of children's reach and the garden had not been made safe by removing dog faeces. 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 had not renewed her heating test certificate; however, she told us that she had booked a service in the very near future.

The child minder implements basic cleaning routines that reflect adequate hygiene practices. The premises is welcoming and child friendly. Children have access to the living/dining room, which is bright with plenty of natural lighting. Within this space, there is a large sofa for relaxing, table and chairs for craft activities and meal times and some space for floor play activities, containing accessible storage units. Children have access to a first floor bathroom. The kitchen is used to access the rear garden only. There is a suitable rear outdoor garden which provides children with regular opportunities for fresh air and physical play.

The child minder ensures children have access to furniture, equipment and toys that are appropriate for their age, needs and stage of development. Children's play resources are adequate to keep them interested and engaged in their play. These include small world, puzzles, building blocks, role play resources and craft items. The child minder provides some Welsh language books but no items promoting diversity or cultural awareness is currently available.

Leadership and Management

Poor

The child minder does not always comply with regulations and the National Minimum Standards. She has adequate knowledge of her regulatory responsibilities but does not always address non-compliance matters highlighted at inspection. The child minder was not able to locate requested information at the time of the inspection. The statement of purpose is current, however, does not contain all the information as specified in the national minimum standards. The child minder has relevant policies in place. They have not been reviewed annually to evidence they remain relevant to the service provided. The child protection policy has been reviewed following the inspection, however, it does not contain all the relevant information and has not been fully updated. The child minder told us that she uses a daily diary as a register to record children's arrival and departure times however, the diary was not available for inspection. The child minder had some of the required children's records available for inspection, however, had not reviewed the contracts and had not ensured that all sections were fully completed. Following the inspection, the child minder provided the requested missing documentation, however, the children's register (diary) did not record the additional child present on the day of the inspection. The child minder told us that she does not use a vehicle for child minding. However, she used her vehicle to transport children on the day of the inspection. The child minder had not ensured that she had the required business use insurance cover and had not obtained parental consent to transport children in her vehicle. Following the inspection, the child minder provided an updated insurance certificate as well as parental consent forms.

The child minder has a self-evaluation system to review the service she provides. However, the child minder has not reviewed her service to date and has not submitted the service's Self-Assessment of Service Statement to CIW within the required timescale. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder ensures that all Disclosure and Barring Service checks (DBS) are valid for all adult household members. The child minder did not keep a record of visitors, however, during the inspection devised a visitors book for all adults present or visiting the premises to sign. The child minder promotes positive partnerships with parents, she communicates verbally with parents and works in partnership to meet their needs. The child minder uses the local community, playgroups and park areas to extend children's learning experiences.

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
25	The registered person must ensure hazards to children's health and safety are minimised at all times and risk assessments are appropriately completed and followed.	Not Achieved

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
16	The registered person (child minder) must review her service and produce an annual quality of care report.	New
17	The registered person must complete and submit a Self-Assessment of Service Statement (SASS) within 28 days of receiving a request form the Welsh Ministers.	New
24	The registered person has not ensured that she has up to date paediatric first aid training.	New
15	Statement of purpose is not fully compliant and has not been reviewed.	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)
Standard 7 - Opportunities for play and learning	To observe and record what children do to help plan for the next steps for the children's play, learning and development.

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)
To follow the Welsh Government health eating guidance - Food and nutrition in childcare settings.
To ensure certificates are audited and renewed in a timely manner e.g. heating test certificate, Information Commissioners Office etc.
To review and date all policies and procedures at least annually.
To ensure that all children's records, contracts, registers and visitors records are fully completed and easily available at all times.

To ensure that safeguarding and food hygiene training is renewed in a timely manner.

To further promote diversity and cultural awareness.

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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