



Inspection Report

Bernadette Allerton

Cardigan



Date Inspection Completed

04/04/2024

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About the service

| | |
|---|---|
| Type of care provided | Child Minder |
| Registered places | 4 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 12 January 2023 |
| 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> | Adequate |
| <u>Leadership and Management</u> | Adequate |

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

Summary

Children are very relaxed and happy at this setting and feel secure and comfortable. They play freely, have fun, and express themselves well. They have a very good relationship with the child minder. Children are actively encouraged to develop their independence skills.

The child minder provides a nurturing and caring atmosphere and meets children's needs successfully. Her interactions with the children are positive demonstrating warmth and kindness. She offers a range of free play opportunities and some planned activities for children to access independently or with support.

The child minder ensures the environment is safe, clean, and well maintained. The premises are homely and welcoming. The child minder provides an adequate range of resources, which provide opportunities to develop children's learning and physical skills. The child minder makes very good use of local amenities such as local woodland walks.

The service is generally managed well. The child minder has an adequate range of policies and procedures in place. Communication with parents is effective. Two areas of improvement have been identified during this inspection.

Well-being

Good

Children have a strong voice and express themselves well at this setting. They clearly feel quite at home and welcomed into the child minder's house. Children are confident communicators and have opportunities to make choices and decisions. For example, they play freely and make choices about playing inside or outside. Older children are engaging communicators who are keen to speak with us, Care Inspectorate Wales (CIW) as visitors to the setting.

Children engage and chatter away to the child minder, receiving nurturing and appropriate responses which makes them feel safe, happy, and valued. They are very settled and relaxed, coping well with separation. Children display positive emotional bonds of attachment with the child minder. They are very comfortable in her company. Children know the routines well. For example, at mealtimes they make their way to the kitchen table and when they arrive in the morning, they store away their belongings. Children are active and express enthusiasm and enjoyment. They have fun with the child minder. We observed children engaged and display clear enjoyment when looking for insects and bugs in the garden for example.

Interactions between children and the child minder are consistently good. Children cooperate well and are actively engaged and interested in their play and the routines of the day. They are treated with respect and their views are taken into account. For example, the children are frequently asked what they would like to do next, and their views are very much valued and inform the running order of the day.

Children confidently choose activities that interest them. They enjoy their play and learning with the freedom to explore their environment. They laugh and chat to each other as they play. Children are included in decision-making and have opportunities to take part in some planned and free play activities, both indoors and outdoors. Older children enthusiastically recall enjoyable activities they have taken part in such as playing board games and lots of cooking opportunities. They say how much they enjoy going on walks with the child minder and view this a real highlight.

Children are actively encouraged and supported in developing skills of independence. For example, at snack time younger children are encouraged to peel their own oranges and children who would like a drink are able to access this themselves. Older children are given more responsibility during a cooking activity to mix and oversee melting chocolate while younger children are able to freely access toys and resources easily.

Care and Development

Good

The child minder has a range of basic policies, which promote the children's safety and well-being. Her safeguarding training is up to date, she has procedures in place to safeguard children, and she can appropriately answer child protection scenarios. The child minder promotes children's health successfully. She holds current first aid certification. There are systems in place to record accident, incident and medication administration, although the child minder confirms that she has not recently administered medication. Effective hygiene practices are in place, with regular handwashing and the wiping down of surfaces prior to mealtimes observed. The child minder ensures that children play outside often, so that children can benefit from fresh air. She prides herself on getting out and about with the children almost every day.

The child minder has an appropriate behaviour management policy in place. She follows the policy and uses the positive management strategies consistently, praising children for their achievements and encouraging turn taking and sharing. She positively models the language associated with good manners and acts as a good role model at all times.

The childminder provides a nurturing and caring atmosphere and gives responsive care. She is aware of the children's individual development and knows their current likes and dislikes well. Her interactions with the children are positive demonstrating warmth and kindness. She involves children in a variety of activities, both indoors and outdoors. She supports children in their free play, using incidental opportunities to extend discussion and learning opportunities. During planned activities the child minder uses open questions and encourages the children to independently complete tasks. For example, during a cake making activity the child minder encourages the younger children to thoroughly stir the mixture and a child looks very proud as they are given the job of carrying the tray of cakes to the fridge. The child minder has basic developmental records in place. The child minder does not use Welsh to further develop learning. The childminder told us about cultural activities linked to St. Patrick's Day, Santes Dwynwen and the Chinese New Year.

Environment**Adequate**

The child minder ensures that the indoor environment is safe, clean and well maintained. She does not keep a record of visitors to the premises during child minding hours. The child minder does not practice regular fire drills with the children who attend her setting. Children therefore are not familiar with what they should do in the event of an emergency. While no immediate action is required, this is an area for improvement, and we expect the child minder to take action. The child minder has a range of basic written risk assessments in place for the indoor and outdoor environments. However, although the child minder manages situations safely, she does not have formal risk assessments in place for the pet dog or activities which require risk analysis such as cooking.

The child minder's premises are welcoming and homely. The children have adequate space to play in the lounge area. Children use the kitchen table to eat their meals and for creative activities. During our visit, older children enjoyed using the kitchen area to colour in their pictures while younger children played with cars and toys in the lounge area. Children are able to access a first-floor bathroom with varying degrees of support. There is a secure, lawned garden to the rear of the property. The rear garden area was not used on the day of our visit due to the recent wet weather. The child minder makes good use of the area to the front of her house. This area is gated and provides children with the opportunity for free flow play in all weathers. The child minder makes very good use of local amenities and takes children on regular walks to local woods and attractions. Children attending the setting highlight this as a favourite thing to do with the child minder.

Indoors, the child minder ensures the children have access to an adequate range of toys and play equipment that suit their individual needs. Toys and resources are stored appropriately, and the layout and design of the environment promotes children's independence. For instance, children can access toys and resources themselves or ask the child minder to pull out what they want. The child minder ensures the play environment is homely and nurturing, providing some interesting activities and play equipment. Older children using the service after school have additional age-appropriate resources.

Leadership and Management

Adequate

The childminder runs her service well. She is organised and keeps the majority of required records. However, she does not always maintain a complete record of the children who attend her setting on a daily basis. This is an area for improvement, and we expect the child minder to take action. She has up to date car documents and certificates, such as insurance. The childminder has an up-to-date satisfactory statement of purpose that reflects the service provided and meets the National Minimum Standards. She has a beneficial range of basic policies in place. Her training is up to date, and she has some understanding of current best practice relevant to the children in her care.

The child minder reviews and reflects upon her service and produces a basic quality of care report. She prioritises improvements which will impact positively on the children in her care. When completing the quality of care report the feedback received by the child minder from parents was positive. The child minder responds positively to information and advice given to improve her service and has engaged well with Care Inspectorate Wales (CIW) during the course of this inspection.

The child minder promotes positive partnerships with parents. Parental feedback given on the day of the inspection was positive. Keeping parents well informed and providing a flexible and accommodating service was highlighted as particular strengths of the child minder. The child minder keeps parents up to date regularly through verbal communication during drop off or pick up and using private messages.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|---|-----|
| 38 | The child minder must complete regular fire drills to ensure all children are aware of the procedure to be followed in the event of a fire. | New |
| 30 | The child minder must maintain a daily record of the names of the children and their hours of attendance. | 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 24 - Safety | Complete risk assessments for children's contact with the pet dog and activities which require analysis of risk factors. |
| Standard 24 - Safety | Maintain a record of visitors to the setting during child minding hours. |

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) |
| Develop the use of basic Welsh through introducing simple words and phrases. |

| 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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