



Inspection Report

Eugenia Vohmann

Bridgend



Date Inspection Completed

15/04/2024

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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	<p>Click or tap here to enter text.</p> <p>This is the first inspection post registration</p>
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>	Adequate
<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 settled, happy, and comfortable in the care of the child minder. They have good opportunities to make choices and decisions about what affects them. Children interact well with each other and the child minder.

The child minder has an adequate understanding of her responsibilities to protect children. She praises children for their efforts and uses positive reinforcement regularly. The child minder provides children with suitable play and learning opportunities.

Overall, the facilities are clean and appropriately well maintained. However, the child minder has inconsistent systems in place to keep the environment safe and secure. The child minder ensures children have access to an adequate range of equipment, toys and play materials.

The child minder runs her service adequately. She meets many of the regulations and national minimum standards, although some improvement is required to meet them all. We have noted an Area for Improvement and several recommendations at the end of the report.

Children have suitable opportunities to make choices and decisions about what affects them. For example, they choose which resources they would like to play with. They confidently ask for specific toys and resources such as the doll and doll's clothing. with the child minder supporting children in their chosen activity. Children enjoy making decisions as they take part in activities such as cake baking with cooking utensils and play food for a party with the dolls and play figures.

Nearly all children are settled, happy, and comfortable. New children have comforters, such as a dummy or blanket, whilst they settle. They engage in activities of their choice, happily choosing their favourite activity such as the home corner. Children talk about their family and engage in conversations about recent events. They mostly co-operate with each other and the child minder. They listen to instructions well and interactions are mostly positive.

Children present are very settled at the service and coped well when separated from their parents and carers. Children have close bonds with the child minder, which has a positive impact on their well-being and motivation. Children feel a sense of belonging and smile as they receive praise from the childminder for showing kindness to a friend or being an excellent helper at tidy up time. Children are familiar with their routines and enjoy knowing what is coming next.

Children enjoy their opportunities to play and learn. They show a keen interest and engage well in the experiences available to them. Children show curiosity and explore a variety of play opportunities. For example, they show excitement as they explore small world toys, calling, *"look at me, look at me."* The childminder responded with, *"waw, are you driving the fire engine?"* and children laughed in response. Children concentrate for an appropriate amount of time and respond positively to encouragement from the childminder. Children engage in free play, with some adult support. We saw children interact with role play, cars, and sensory opportunities.

Children have some opportunities to develop their independence skills. Children remove their own shoes on entry to the home and independently access their bags. They use the downstairs bathroom and wash hands independently, or with help if needed. Children access equipment and resources which are readily available to them. Many children feel a sense of achievement when they succeed in activities. For example, when they successfully help tidy away the toys and resources and are praised for their efforts.

Care and Development

Adequate

The child minder has a satisfactory understanding of her responsibilities to protect children. She has a range of policies in place and reviews them regularly. The child minder has current training certificates in place for paediatric first aid, food safety and child protection. The child minder completes the required documentation regarding most children in her care. The childminder uses a daily diary to record children's attendance, however, it was not available to sample at the inspection, but the child minder has since provided assurances that all documentation is now in place. The accident, incident, and medication forms are readily available in digital format in each of the children's electronic files. The child minder encourages children to wash their hands before meals, and when dummy or drinks need to be cleaned, these are washed promptly. Although, tables were not cleaned prior to meals being served. Nappy changing practices are followed effectively and children's dignity and privacy are respected whilst toileting. The child minder provides adequate snacks and meals to children. She has previous experience of supporting children with dietary needs and allergies.

The child minder promotes positive interactions and implements her behaviour management policy well, praising children regularly. We heard her say, "*good girl*" and "*good job*" whilst taking part in activities. She supports children to share and encourages turn taking. For example, whilst nappy changing and dressing the doll. The child minder is sensitive to the needs of the children, recognising if they need more support during their day, offering cuddles, comfort, and reassurance. She knows the children well and engages with them at their level regularly. We saw the child minder tickle children, making them laugh.

The child minder provides children with suitable play and learning opportunities. She plans basic activities and allows children to take the lead in their play. The child minder supports children whilst mark making, decorating paper, and using a large wall mounted black board. She extends children's learning appropriately during play, introducing new language, including shapes, colours, and letters of the alphabet. She has sufficient understanding of children's development and recognises the milestones they achieve. The childminder implements the Welsh Curriculum for early years and Birth to 3 Matters and maintains a general developmental tracker. However, there are no formal records in place to review individual children's development and plan their next steps of learning. The child minder recognises each child as individuals, she works in partnership to support parents to meet their needs.

Environment**Adequate**

Generally, facilities are clean, and the child minder ensures the front door is secure and has a separate hall area to allow handovers to take place, in the safety of her home. The environment is not always safe and free from hazards. The child minder does not remove all hazards or place them out of reach of children and the environment presents as very cluttered. There are many items being stored in the main hallway, understairs area and floor, which pose a potential health and safety risk and fire hazard. The downstairs toilet was very cluttered and in need of a deep clean. The main family lounge remains out of bounds to minded children, but no safety gate was in place to prevent children's access at the time of the inspection. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder completes risk assessments for the environment and outings. She told us she undertakes daily visual checks on the premises; however, these have not been recorded since November 2023. In addition, written risk assessments do not reflect all the hazards identified within the premises and regular reviews are not recorded. Fire drills and tests when undertaken are completed and basic information kept. The child minder supervises children adequately and knows the difference between acceptable and unacceptable risks for the age group of children she cares for.

The child minder provides a dedicated playroom, within a room at the rear of the house. There is direct access into the secure garden. However, the garden area is currently out of bounds as it is undergoing renovation work to make it suitable for minded children's use. The rooms are bright and comfortable. She provides children with an adequate range of toys and play materials. There are many resources within the playroom which are appropriately stored. Most are at low level so children can access the toys they wish to play with independently.

The child minder ensures children have access to furniture, equipment and toys that are appropriate for their age, needs and stage of development. These include small world, cars, puzzles, and books. The child minder provides some toys and equipment that promote diversity.

Leadership and Management

Adequate

The childminder has a satisfactory vision for the setting. She is passionate and enthusiastic about her service. The childminder has the required policies and procedures in place and a purposeful statement of purpose, which contributes to the smooth running of the setting. She is knowledgeable about her regulatory responsibilities and in the main was organised in reviewing policies, certificates, information, and records regularly. However, at the time of the inspection no visitors book had been in place. Additionally, no registers of attendance had been available to evidence at the time of the inspection. She ensures that all records are stored confidentially, mainly digitally and that reviews are carried out in a timely manner.

The childminder has in place an annual quality of care review, showing evidence of how they respond to feedback. She is committed to improving the quality of provision and outcomes for children. The childminder distributes questionnaires and listens to the opinions and views of those who use the setting. As a result, she works continuously to develop the quality of her service. The acquiring of multicultural resources was an identified area of improvement within the last quality of care report and review. The childminder ensures all mandatory certificates are up to date and regular training is undertaken as part of her ongoing professional development.

The child minder has suitable relationships with other professionals, with links and support from the local authority family information service and the local school. The child minder promotes positive partnerships with parents. She keeps parents up to date regularly, using verbal communication during drop off or pick up, and through private and group messages and via an online App.

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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25	The childminder did not ensure that all parts of the premises to used by minded were practicable free from hazards to their safety and from any avoidable risk and had failed to identify and eliminate any necessary risks to their health and safety.	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 10 - Healthcare	Ensure consistent hygiene practices are in place.
Standard 4 - Meeting individual needs	Ensure children's development is formally reviewed including, planning and next steps.
Standard 5 - Records	Ensure a daily record of the names of the relevant children, the hours of attendance and names of the person looking after them is always readily available for inspection
Standard 24 - Safety	Ensure that fire drills are carried out regularly and recorded and made available at all times for inspection.
Standard 24 - Safety	24.5 - Ensure that a record of visitors kept and made available at all times for 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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