



## Inspection Report

**Amy Marshallsay**

**Swansea**



**Date Inspection Completed**

09/05/2024

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## About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	Post registration inspection
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.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Poor</b>

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

### **Summary**

Children are mostly 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 the child minder and each other.

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.

The child minder is inconsistent at keeping the environment safe and secure. Overall, the facilities are mostly clean and appropriately maintained. The child minder ensures children have access to an adequate range of equipment, toys and play materials.

The child minder does not manage her setting effectively. We, Care Inspectorate Wales, (CIW) have issued one Priority Action Notice, highlighted two Areas for Improvement, and made several recommendations. We recognise some improvements have been implemented following inspection. However, the child minder must develop her practice to recognise and address issues independently of CIW.

## Well-being

Good

Children have suitable opportunities to make choices and decisions about what affects them. For example, when choosing what they would like to play with, or which snack they would like from their lunch box. Children are confident to ask questions and they receive appropriate responses. During role play, a child asked, “*Amy can you do this?*” when needing help to put a baby grow on a doll. They choose when they would like to relax and request a programme to watch on the television. Children’s non-verbal cues are recognised, with children able to sit on the floor and play.

Children are mostly settled, happy, and comfortable. They confidently call the child minder’s name. Children know the pet’s names and say “*I love them*” when interacting with them. Older children show concern for children who are settling at the service, supporting them in their play. They express themselves well. We saw them happily talk and engage in detailed conversation about wildlife, which visit the garden. Children co-operate with the child minder and listen to instructions well. Interactions are positive.

Children are comfortable in the child minder’s home. They have strong relationships with the child minder and each other. Children laugh and ask questions whilst playing and engaging with one another. They receive comfort and support, having regular cuddles and comforters to sooth them. Children have a sense of belonging and are familiar with routines.

Children show interest and engagement in their play and learning. For example, children enjoy role play, making a cafe. They are developing their fine motor skills well, competently completing puzzles and shape sorters. Children play with the resources available and respond suitably to the child minder. Young children laugh and smile during a game of peek-a-boo.

Children have suitable opportunities to develop their independence skills, enabling them to do some things for themselves successfully. Children try to remove their own shoes on entry to the home. They access the downstairs bathroom and wash hands independently or with support, if needed. Older children competently remove the lid of their yoghurt and use their cutlery effectively at mealtimes. Whilst younger children attempt to feed themselves, they receive support if needed.

## Care and Development

Adequate

The child minder has an adequate understanding of her responsibilities to protect children. There are suitable policies in place which she intends to review annually. The child minder holds current training certificates for paediatric first aid and basic child protection. Following the inspection visit, the child minder has confirmed she will undertake a higher-level child protection course. She has not completed food hygiene training. There are accident, incident, and medication forms readily available in children's files. The child minder confirmed she has not needed to complete any yet. The child minder is aware of allergies and dietary needs, records in relation to allergies include warning signs and effects.

The child minder encourages children to wash their hands before meals and after contact with pets. She ensures tables are wiped with antibacterial spray prior to meals being served and washes her hands. Parents provide a packed lunch, which is stored in the fridge. Nappy changing practices are appropriate. However, the nappy changing mat was split and booster cushions on the dining chairs had no protective cover over the foam, posing potential infection risks. Following the inspection, the child minder has confirmed she has purchased a new nappy changing mat.

The child minder promotes positive interactions and implements her behaviour management policy, praising children regularly. We heard her say, "*clever boy*", "*good girl*" and "*you did it...high five*" whilst taking part in activities. The child minder encourages children to use good manners, prompting them to say 'please' and 'thank you'. She regularly offers cuddles, comfort, and reassurance. She knows the children and engages with them well, talking positively about recent celebrations. The child minder supports children to share and encourages turn taking. She is kind and caring towards the children.

The child minder provides children with suitable play and learning opportunities. Taking the child's lead in their play. No formal planning is in place. She encourages children to engage in songs, share books and role play. The child minder supports children in recognising shapes during play with puzzles and shape sorting. She has sufficient understanding of children's development and recognises the milestones they achieve. She has basic development plans, which review and plan next steps for younger children. At the time of inspection these had not been complete. However, following the inspection, the child minder has put records in place. The child minder understands additional learning needs and has experience of supporting children and families in previous roles.

**Environment****Adequate**

The child minder is inconsistent at keeping the environment safe. She ensures the front door is locked and at our request, we (CIW) signed a visitor's log. Facilities are mostly clean. The child minder completes regular fire drills and keeps basic records. However, they do not include specific dates or exit used. The child minder ensures current boiler certificate checks are in place.

The child minder has two pet dogs, who freely access the areas children play. At the time of inspection, consent was not in place for supervised contact with the dogs. Following the inspection visit, this is now in place. During the inspection, the dogs, their bowls, and bed were within easy reach of the children. We discussed the importance of effective risk assessments, appropriate contact, and supervision with the child minder. There are a range of risk assessments in place, which include the house, activities, outings, pets and transporting children. However, the child minder does not implement her risk assessments effectively, which leads to potential risks for children. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following the inspection visit, the child minder has confirmed she has addressed issues raised and has provided some photographic evidence.

The child minder has a dedicated playroom at the front of the house. A downstairs bathroom is easily accessible, as well as an open plan kitchen, lounge, diner, which overlooks the garden. The rooms are bright and comfortable. She provides children with an adequate range of toys and play materials. The indoor premises allows for sufficient space for children to play and rest. The child minder confirmed children do not use the garden, but they regularly access local parks, beaches and attend outings.

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, cause and effect toys, puzzles, and role play resources. The child minder provides some toys and equipment that promote diversity.

## Leadership and Management

Poor

Leadership and management of the setting is poor. The child minder has not ensured compliance with the regulations and national minimum standards. However, she has made developments following the inspection and acted swiftly to rectify concerns. She needs to sustain and continue to improve the leadership and management of her service, addressing issues independently of CIW. The child minder engages with CIW and generally keeps us up to date with events at the setting.

The child minder has several policies and procedures in place. They are not due for review at present, but she confirmed she intends to review these annually. An up-to-date statement of purpose has been provided following the visit. The child minder does not ensure all relevant regulatory records such as, registers, personal records, and contracts are complete. 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. Following the inspection, the child minder has provided evidence of documentation in place, taking prompt action to address the areas of concern. Consent forms have also been updated to include sleeping arrangements and supervised contact with the pet dogs.

The child minder is yet to review the quality of care she provides, as this is an annual expectation. She has submitted a recent Self-Assessment of Service Statement (SASS) to CIW. The child minder has current public liability insurance, car insurance and MOT. However, she did not have accurate business cover. Following the inspection appropriate insurance cover and a new MOT are in place. The child minder is now registered with the Information Commissioner's Office (ICO).

The child minder has not ensured all household members over the age of 16 have current Disclosure and Barring Service (DBS) certificates in place. She has recently taken action to instigate DBS checks. However, they are not yet in place. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder is developing suitable relationships with other professionals. She has a network with local child minders. 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 messages.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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 does not complete or maintain all regulatory records.	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. 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 registered person must ensure hazards are minimised at all times and risk assessments are appropriately followed.	New
20	The registered person must ensure all household members have current Disclosure and Barring Service (DBS) certificates to safeguard children's welfare.	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 13 (Child Minder) - Suitable Person	Undertake Group C child protection training and food hygiene training
Standard 10 - Healthcare	Ensure consistent hygiene practices are in place to reduce risk of infection
Standard 7 - Opportunities for play and learning	Ensure development records are consistently maintained and include planning for next steps in 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)
Ensure fire drill records include the exact date and exit route

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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