



Inspection Report

Amy Marshallsay

Swansea



Date Inspection Completed

30/09/2024

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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	9 May 2024
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>	Good
<u>Leadership and Management</u>	Adequate

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

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

The child minder is improving the management of her setting. Following our last inspection, some improvements have been made. However, the child minder must continue to develop her practice to ensure consistency and fully meet the national minimum standards and regulations.

Well-being

Good

Children have suitable opportunities to make choices and decisions about what affects them. They freely choose what they would like to play with and where. One child asked “*Can I play with the digger*” with this provided. Children can choose what they would like from their lunch box at snack time, with their wishes met. Children relax and rest when they are ready, with their needs supported by the child minder. We saw children’s non-verbal cues recognised, being lifted out of the highchair when they were ready.

Children are mostly settled, happy, and comfortable. Older children confidently call the child minder by name. They express themselves well. We saw children engage in songs independently singing and engaging in action movements. They confidently explore the environment and seek out activities of their choice. 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. Children laugh and engage. We saw a child use a digger to transport blocks to build. They ask to play with play dough and request tools which are provided to them. Children play independently, alongside one another and the child minder. 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 block play and sensory play. They are developing their fine motor skills well, completing puzzles and shape sorters, with support as needed. 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 when exploring the play areas.

Children have suitable opportunities to develop their independence skills, enabling them to do some things for themselves successfully. Children access the downstairs bathroom and wash hands independently or with support, if needed. They feed themselves at mealtimes and help to tidy up.

Care and Development

Adequate

The child minder has an appropriate understanding of her responsibilities to protect children, suitably answering potential safeguarding scenarios. At present, she holds current training certificates for paediatric first aid and basic child protection. The child minder is booked to undertake a higher-level child protection course and paediatric first aid in the very near future. She has not completed food hygiene training. There are accident, incident, and medication forms readily available. The child minder confirmed she has not needed to complete any yet. The child minder is aware of allergies and dietary needs, confirming parents provide a packed lunch. The child minder encourages children to wash their hands before meals and after sensory play. She ensures tables and highchairs are wiped with antibacterial spray prior to meals being served, or after play. The child minder regularly washes her hands. Nappy changing practices are appropriate.

The child minder engages positively with children, effectively implementing her behaviour management policy. She praises children regularly. We heard her say, *“That is clever”*, *“There’s a good boy”* and *“Well done, it fits perfectly”* whilst taking part in activities. The child minder sits and engages with children on their level, or with younger children on her lap. She is kind and caring; regularly offering cuddles, comfort, and reassurance. She knows the children and engages with them well. We saw her engage positively when sharing achievements, such as learning to walk as well as engaging discussions about their family. The child minder supports children to share and encourages turn taking.

The child minder provides children with suitable play and learning opportunities. She encourages children to engage in songs and imaginative play. The child minder supports children in their play, taking their lead. For example, role modelling and supporting children whilst rolling dough, and making ‘cakes’ with different colour play dough. She supports children whilst completing puzzles and shape sorters, encouraging children to turn the insert until it fits. Recognising and praising children when they independently name colours and animals. The child minder has sufficient understanding of children’s development and recognises the milestones they achieve. There are basic development plans in place which are regularly reviewed. No formal planning is in place. The child minder understands additional learning needs and has experience of supporting children and families in previous roles. No Welsh language was heard during the inspection.

Environment

Good

The child minder has made improvements to keep the environment safe. She ensures the front door is locked and at our request, we (CIW) sign a visitor's log. Facilities are clean and well maintained. Areas of the home are generally well organised and appropriate for the children to play. The entrance porch allows for children to store their belongings. The child minder completes regular fire drills, with 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 areas children play. Consent forms are in place for supervised contact. The dogs generally stay away from where the children play, and all their equipment is securely stored away from children. Risk assessments in relation to the dogs now reflect practice in place. There are a range of other risk assessments in place, which include the house, activities, outings, and transporting children. The child minder confirmed she has recently reviewed them. However, there was no evidence this.

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

Adequate

Leadership and management of the setting is developing. The child minder has made some improvements following the last inspection. However, she needs to continue to ensure consistent compliance with the regulations and national minimum standards. Following our inspection, we have been able to close previously issued non-compliance. The child minder engages with CIW and generally keeps us up to date with events at the setting. An up-to-date statement of purpose reflects the current setting. She has current public liability insurance, appropriate car insurance, tax and MOT certificate. The child minder is registered with the Information Commissioner's Office (ICO).

There are several policies and procedures in place. The child minder informed us she has recently reviewed them. However, there was no evidence of the review taking place, or next planned date for review. Following our inspection, records of reviews have been included with the policies. The child minder ensures relevant regulatory records such as, registers, personal information, and contracts are nearly all complete. The child minder needs to ensure daily registers consistently reflect actual time of arrival and departure. Alongside ensuring contracts are in place for all individual children, not family groups. Following our visit, individual contracts are in place and all relevant personal information is now included. A range of consent forms are in place, including emergency treatment, sleeping arrangements and supervised contact with the pet dogs.

The child minder is yet to review the quality of care she provides. The annual review is yet to be undertaken, due to the service not being open for a year. However, the child minder plans to start the review soon. The child minder plans to undertake training in Additional Learning Needs, alongside mandatory safeguarding and first aid training.

The child minder has ensured all household members over the age of 16 have current Disclosure and Barring Service (DBS) certificates in place. She ensures all household members are current on her online account.

The child minder is developing suitable relationships with other professionals. She has a strong 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. We received feedback from parents as part of the inspection. Some made comments such as *"Amy provides a loving and caring environment. Really active with the children, they are provided with plenty of outdoor and physical activities."*

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
30	The registered person does not complete or maintain all regulatory records.	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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
25	The registered person must ensure hazards are minimised at all times and risk assessments are appropriately followed.	Achieved
20	The registered person must ensure all household members have current Disclosure and Barring Service (DBS) certificates to safeguard children's welfare.	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 13 (Child Minder) - Suitable Person	Undertake Group C child protection training and food hygiene training
Standard 5 - Records	Ensure children's registers are consistently completed with actual arrival and departure times.
Standard 18 - Quality assurance	Ensure policies and risk assessments undergo regular review, with records of review and planned future review date included.

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
Develop the use of Welsh across the setting.

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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Date Published 22/10/2024