



Inspection Report

Charmaine Stapleton

Newport



Date Inspection Completed

31/08/2023

About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	March 2017
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.

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Poor
<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 happy in the child minder's care. They settle well, are developing satisfactory friendships and interact appropriately with each other. Children are given limited opportunities to make choices about what activities they want to do. All the children have strong and worthwhile bonds with each other and the child minder.

The child minder is experienced and appropriately qualified. She has some understanding of the processes and importance of keeping children in her care safe. The child minder manages interactions between the children and their behaviour successfully. The child minder offers limited activities both indoors and outdoors to promote the children's development. She inconsistently promotes the health and wellbeing of the children within the setting.

The child minder presently has inconsistent systems in place to ensure the environment is safe for children. This includes the lack of appropriate risk assessments and policies not being followed. Children have access to a limited range of age-appropriate resources and equipment, both indoors and outdoors.

The child minder adequately manages her setting and keeps limited records. The child minder reviews and recognises ways to improve the setting and includes children and parents in the process. Partnerships with parents are strong and very positive. However, there are improvements to be made in relation to keeping children safe, policies and procedures and the statement of purpose.

Children are happy and relaxed in the child minder's company. They greet the child minder positively when they arrive in the morning. Children feel secure, happy, relaxed, and comfortable in the setting. For example, children arrive and immediately sit down and chat to each other and the inspectors. Children feel comfortable as the child minder provides them with a relaxed atmosphere. They know what to expect from their time at the child minder's home and the daily routines are familiar to them such as when it is snack time.

Children are confident to express themselves and make requests as they know the child minder will respond appropriately. For example, they request snack time and assistance to find and access toys and resources. However, children spend extended periods of time on electronic devices which could impact upon their engagement and well-being.

Interactions between children and the child minder are positive. They successfully discuss their interests and topics including foods to try and places to visit on holidays. Children take turns and share resources during activities. Examples included the older children working together and discussing how best to create a bridge high enough for them to pass beneath. The child minder throughout was engaged in the activity and sat with the children on the floor, asking relevant questions and suggesting ideas.

Children listen and play cooperatively, sharing various resources, take turns and follow directions and requests from the child minder well. For example, working together on creating words on the magnetic whiteboard and in the dry-wipe books. Children showed positive enjoyment playing with these resources and shared their successes with each other and the child minder. However, at times children show limited levels of engagement in both their play and learning as they were more interested in playing with the electronic devices. During the visit, the children only had the choice to make use of the resources in the living room and due to the inclement weather, were not offered access the outside area.

Children access the toilet and wash their hands independently and place recycled paper and food in the appropriate bins situated in the kitchen as part of their routine. However, these opportunities are limited due to the number of resources made available for the children.

The child minder's procedures to ensure children's safety, are not robust. Whilst the child minder demonstrates appropriate hygiene measures such as ensuring that children wash their hands before snacks and after using the toilet, she does not follow her own policies in relation to nappy changing and infection control. For example, no changing mat was available, and PPE (Personal Protective Equipment) was not used during nappy changing. The child minder does not have appropriate risk assessments in place for regular activities such as walks to the local pond and car travel. The child minder has undertaken paediatric first aid training and informs parents of accidents and injuries using appropriate forms which are signed by her and parents.

The child minder has a basic understanding of safeguarding procedures. When asked about the procedures she would follow, should she have concerns about a child in her care, she was not able to tell us who she should contact. Her current policy does not clearly note how to recognise signs and symptoms of abuse, or procedures to follow when there is a concern or allegation against herself. No reference is made within the documentation to the Wales Safeguarding procedures. We have therefore issued a priority action notice. The child minder must take immediate action to address this issue.

The child minder provides a nurturing and caring atmosphere and speaks reassuringly and calmly with children. She is constantly engaged in conversations and discussions with the children. For example, when discussing what the cat liked eating and the possibility of the bridge they were building toppling over. Manners are important to the child minder and she models these with the children throughout the day. Throughout the morning, "*please*" and "*thank you*" were constantly heard. The child minder follows her behaviour management policy successfully supporting and guiding children. For example, she reminded children of rules and the importance of sharing when playing and building together.

The range of resources offered for children is restricted and is more age-appropriate to the younger children. Ensuring more resources appropriate for the older children would positively encourage their interests to lead their play. The child minder feeds back to parents of younger children through daily discussions and through individual messaging. However, she does not undertake any formal activity planning and does not track children's progress and development. We did not hear any incidental Welsh language being used with the children on the day of the inspection.

Environment**Adequate**

The child minder's home is secure as doors are kept locked when children are present. She has undertaken basic risk assessments of areas of her home both indoors and outdoors noting risks and records these electronically. For example, the outdoor risk assessment notes that children do not access the outdoor area in wet weather due to the slippery nature of the decking. However, there are no risk assessments for car journeys and visits to a variety of recreational and leisure activities including to nearby ponds, shops, and local amenities. The child minder stated that she carries out monthly fire drills to ensure that children know how to safely evacuate the property in the event of an emergency. However, there is currently no evidence available of fire drills being undertaken or fire risk assessment completed. We have therefore issued a priority action notice. The child minder must take immediate action to address these issues.

The child minder provides children with sufficient space to enable them to engage in their play. The main room used is clean and comfortable and the downstairs toilet allows children to use it independently. The child minder does not follow her own "Pet and Animal Policy" which states that the pet food will be stored safely. During the inspection we saw that pet food is left in areas accessible to the children. The child minder has arrangements for children to sleep in the downstairs area when required. She ensures the outdoor area is safe, spacious and provides children with appropriate shelters to use in all weathers.

The child minder provides a choice of well-maintained, clean, and varied resources. They are stimulating, reasonably age-appropriate and meet younger children's needs satisfactorily. However, the resources for the older children are limited and therefore they do not offer appropriate challenges for their ages and stages of development. Resources that were made available are suitably stored to allow children to access them. We saw children accessing most of these independently and requesting some stored out of their immediate reach. We did not see any resources that reflect our diverse society or any that promote the Welsh language and culture.

Leadership and Management

Adequate

The child minder manages the setting adequately but needs to improve to ensure the service meets Regulations and the National Minimum Standards. At the time of the inspection the child minders' statement of purpose did not contain the required regulatory information, but she has since sent in an amended document which is now compliant. The child minder has a range of policies and procedures that she provides to parents, including safeguarding, complaints, and additional learning needs. There is no evidence that policies are regularly reviewed, and the Additional Learning Needs (ALN) policy is not updated with the most recent ALN framework for Wales. The child minder has recently started developing new policies electronically which will make it easier for her to review them in future. The child protection policy does not include the 'Wales Safeguarding Procedures' and information in relation to prevent duty in relation to radicalisation. During the inspection process, we received updated copies of the required policies. However, these do not contain all of the required information.

The child minder ensures that the Disclosure and Barring Service (DBS) checks, insurances, children's contracts, and relevant permissions are in place. She has suitable electronic records showing the children who attend the setting with exact times and dates. The child minder ensures her public liability insurance is valid, and her car has business insurance, tax, and an up-to-date MOT certificate.

The child minder has appropriate systems in place to review the quality of care. She collects the views of parents and children on how she runs the setting. This includes potential aims, improvement and positive comments made by parents. For example, child-friendly questionnaires had been produced giving children the opportunity to colour in a face on the questionnaire that represented their answers or feelings. She has arrangements in place to deal with potential complaints and concerns. The child minder has completed the Self-Assessment of Service Statement and has informed CIW of any changes or events.

Partnerships with parents are very positive. Parents are very happy with the care given to their children. They feel the child minder connects well with children and their children love going to the setting, as they told us "*She is good at what she does*". The child minder connects with parents daily to share information and pictures through personal messenger. All parents have given appropriate permission for this platform to be used.

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
22	The Child Minder must ensure the safeguarding policy includes signs and symptoms of abuse and sets out the procedure to be followed in the event of any allegation of abuse or neglect.	New
25	The child minder does not identify risks, hazards and does not ensure that fire evacuation drills are formally recorded. Ensure risk assessments identify potential risks and hazards and outline actions needed to as far as possible eliminate them within the setting and on off-site visits. Ensure fire drills are formally recorded.	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
N/A	No non-compliance of this type was identified at this inspection	N/A

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	Ensure that all resources are organised and are readily accessible to children and aid their development and independence.
Standard 4 - Meeting individual needs	Develop processes for planning activities, assessing and planning for the 'next steps'; Privacy when intimate care is being provided is respected.
Standard 6 - Working in partnership with parents	Ensure that all relevant policies contain the relevant information and are readily available to parents
Standard 4 - Meeting individual needs	Ensure children are given privacy during intimate care practices.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 06/11/2023