



Inspection Report

Charmaine Stapleton

Newport



Date Inspection Completed

16/02/2024

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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	[31 August 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>	Good
<u>Leadership and Management</u>	Good

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

Summary

Children are happy and relaxed in the child minder's care. They have settled well and are comfortable within the setting. Children are given worthwhile opportunities to make choices about what resources to use and which activities they want to do. All the children have strong and worthwhile bonds with the child minder who responds positively to their feelings.

The child minder is experienced and ensures she completes appropriate training. She has consistently good 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. She offers useful activities for the children both indoors and outdoors. She effectively promotes the health and wellbeing of the children within the setting.

The child minder has valuable systems in place to ensure the environment is safe for children. These include up-to-date and consistently good risk assessments and recently reviewed and updated her regulation policies. Children have access to a range of age-appropriate resources and equipment.

The child minder manages her setting effectively. She updates and keeps purposeful records. The child minder regularly reviews her service and recognises ways to improve the setting. She ensures that children and parents have a beneficial role within the process. Partnerships with parents are strong and very positive. There have been strong improvements in relation to keeping children safe, policies and procedures and the statement of purpose.

Children at the setting are happy and relaxed. They feel comfortable and secure within the setting. For example, children are happy to chat with the child minder and played hide and seek with a blanket. Within the relaxed atmosphere provided, children have positive attachments and are keen to share their activities with others. For example, they showed the painting they completed by the table. They know what to expect from their time at the child minder's home. Routine is important to them, such as, when it is snack time or when they want to sleep.

Children are confident to express themselves and make requests, as they know the child minder will respond appropriately. For example, they express what they wish to do next, such as play with resources or sit on the child minder's lap to watch the television. Children also expressed when they required a snack and when needing to have their nappy changed. Nearly all the interactions between children and the child minder are strong and worthwhile. They skilfully discuss their activities and answer questions posed by the child minder. Children take turns and share resources during activities. Examples include the children working with the child minder and discussing what they were building with the magnetic shapes. The child minder was engaged in the activity and sat with the children on the floor, asking relevant questions and suggesting ideas. The children responded consistently well to the questioning.

Children listen and play cooperatively, sharing various resources and successfully follow directions and requests from the child minder. Children show positive enjoyment in the activities offered. For example, painting and colouring, building using shapes, and role-playing. They are keen to share their successes with the child minder who compliments them consistently. During the visit, children were free to make use of the resources in the living room. Children persevered to complete activities for an age-appropriate length of time and developed their own play and imagination. The child minder showed evidence of the children's use of the outdoor area to develop their physical wellbeing including using bikes, gardening resources and bean bags.

Children have useful access the toilet and are encouraged to wash their hands independently and place recycled materials in appropriate bins situated in the kitchen as part of their routine. Due to the age of the children, independence is limited at present but will develop accordingly.

The child minder's procedures to ensure children's safety are purposeful, and she demonstrates effective hygiene measures. For example, she ensures children wash their hands before snacks and after using the toilet. She effectively follows her policies and procedures in relation to nappy changing and infection control. For example, a useful changing mat is now available, and PPE (Personal Protective Equipment) was used during nappy changing. The child minder has effective risk assessments in place for regular activities, such as walks to the local pond and car journeys. 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 now has a strong understanding of safeguarding procedures. When discussing the procedures she would follow, should she have concerns about a child in her care, she was clear who she should contact. Her current policy clearly notes how to recognise signs and symptoms of abuse, and procedures to follow when there is a concern or allegation against herself. Clear reference is now made within the documentation to the Wales Safeguarding procedures. She has implemented a safeguarding file including the policy, relevant forms, and telephone numbers. The previous area of non-compliance has been met fully.

The child minder provides a calm and caring atmosphere and speaks calmly with children. She is constantly engaged in conversations and discussions with the children. For example, when discussing colours of magnetic fish caught and their names. She also questioned the children on how many fish of certain colours were caught. Manners are important and she was constantly reinforcing these with the children throughout the day. Throughout the morning, "*please*" and "*thank you*" were constantly heard by children and the child minder. The child minder consistently follows her behaviour management policy effectively to supports children.

The range of resources offered for children is good and was age-appropriate to the children present during the inspection. The child minder has useful resources appropriate for the children and she rotates these regularly. These meet and enhance the children's interests in their play and development. The child minder feeds back to parents of younger children through daily discussions and through individual messaging through social media. However, due to the young ages of the children, the child minder does not undertake any formal activity planning and does not track children's progress and development. She provides a range of activities for the children, such as, celebrating 'Pancake Day' and 'Valentines Day'. She supports children with Additional Learning Needs and works closely with parents and the local school. Incidental Welsh was heard being used with the children on the day of the inspection.

Environment**Good**

The child minder's home is secure, and doors are locked when children are present. She has recently completed good risk assessments on areas of her home include indoors and outdoors, which are stored electronically. Outdoor risks have been further eliminated recently with new fencing and decking has been thoroughly cleaned. The child minder carries out regular fire drills to ensure that children know how to safely evacuate the property in the event of an emergency. There is a record of fire drills being undertaken and effective fire risk assessment completed. This information includes dates, time to evacuate and names and ages of children present. Areas of non-compliance previously highlighted have been fully met with these developments. The child minder provides children with valuable 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 now follows her own "Pet and Animal Policy" which states that the pet food will be stored safely. During the inspection, pet food was not accessible to the children as it is stored safely out of their reach. The child minder has arrangements for children to sleep in the downstairs area when required. The outdoor space was not used on the day of our visit due to poor weather conditions. The child minder told us that her outdoor resources such as bikes and bean bags are available in the garden for children to be able to extend their experiences whilst developing their physical skills. Recent improvements have enhanced this area such as the upgraded fencing and new steps between the two accessible areas.

The child minder provides a varied choice of well-maintained, clean, and varied resources. These include a small car, pushchair with dolls, magnetic shapes and arts and crafts resources. The range of resources offered for children is good and was age-appropriate to the children present during the inspection. The child minder ensures children have worthwhile access to stored resources if required. The resources are stimulating, age-appropriate and meet children's needs effectively. We saw children accessing most of these independently and requesting some stored out of their immediate reach. There were a few resources that reflect our diverse society and that promote the Welsh language and culture. These included books and dolls.

Leadership and Management**Good**

The child minder has made many improvements and manages the setting successfully. She now ensures the service meets and sometimes exceeds the requirements of Regulations and the National Minimum Standards. The child minders' statement of purpose now contains the required regulatory information, 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. These policies are regularly reviewed and updated with the most recent requirements. The child minder has continued to develop her policies electronically which has made it easier for her to control their reviews. The child protection policy includes the 'Wales Safeguarding Procedures' and information the prevent duty in relation to radicalisation. However, the reviewed policies are not always shared with parents.

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 motor certificate are up-to-date.

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.

The Child Minder has made effective improvements and has a clear sense of purpose within the setting and the service she offers. She is very keen to continue this improvement and makes use of various guidance available. This improvement needs to be maintained and embedded to ensure she offers consistent good opportunities for children. The child minder is a member of an umbrella organisation and keeps up to date with all changes to guidance and training.

There is valuable evidence of joint interactive sessions with other child minders where children were introduced to animals including owls, snakes, and rabbits. 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. 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
N/A	No non-compliance of this type was identified at this inspection	N/A
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.	Achieved
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.	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. 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 policies are readily available to parents

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)
Maintain and embed the developments made at the service ensuring compliance with the

National Minimum Standards and The Child Minding and Day Care Regulations.

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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