



Inspection Report

Natalie Key

Swansea



Date Inspection Completed

12/04/2024

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About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	23 May 2018
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

Nearly all children are settled, happy, and comfortable in the care of the child minder. They have suitable 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.

The child minder has inconsistent systems in place to keep the environment safe and secure. Overall, the facilities are clean and appropriately well maintained. 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 two Areas 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 bubbles, with the child minder supporting children in their chosen activity. Children are confident to ask for specific toys, requesting, "*I want doggy*" when playing.

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 cars or ball games. 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 are comfortable in the child minder's home. They have a strong relationship with the child minder and household members. They laugh, sing, and dance whilst playing and engaging with one another or during activities. Children have a sense of belonging and are familiar with routines. We saw children say goodbye at the end of their session, waving, giving a hug and a kiss or high five.

Children show interest and engagement in their play and learning. For example, children press buttons on interactive toys and dance along. They develop their own games, saying "*ready, steady go*" when playing with a ball. Children curiously look out of the low-level window to view the garden. They are beginning to recognise shapes and letters during craft activities. Children play appropriately with the resources available and respond suitably to the child minder.

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. They help to tidy up and put rubbish in the bin.

Care and Development

Adequate

The child minder has an adequate understanding of her responsibilities to protect children. She has a range of policies in place. However, some require further development and regular review. The child minder has current training certificates in place for paediatric first aid, food safety and child protection. The child minder completes relevant documentation regarding most children in her care. At the inspection, not all records were complete, but the child minder has since provided assurances that all documentation is now in place. There are accident, incident, and medication forms readily available in children's files. The child minder encourages children to wash their hands before meals, and when dummy or drinks need to be cleaned are done so promptly. Although, tables were not cleaned prior to meals being served. Nappy changing practices are followed effectively. However, the nappy changing mat had a split in the seam at the bottom, increasing risk of infection. Following the inspection visit, a new nappy changing mat has been purchased. 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 basic behaviour management policy, praising children regularly. We heard her say, "*good boy*", "*good girl*" and "*good job*" whilst taking part in activities. She supports children to share and encourages turn taking. For example, whilst blowing bubbles. 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, most of the children's day is child led. Children engage in free play, with some adult support. We saw children interact with role play, cars, and sensory opportunities. The child minder supports children whilst mark making, decorating paper, and using a white board. Extending children's learning whilst recognising shapes, colours, and letters. She has sufficient understanding of children's development and recognises the milestones they achieve. However, there are no formal records in place to review children's development and plan their next steps. The child minder recognises each child as individuals, she works in partnership to support families and signpost if needed.

Environment**Adequate**

The child minder ensures the front door is secure and has a separate hall area to allow for handovers to take place, in the safety of her home. However, there are inconsistencies in keeping the environment safe. Not all hazards are removed or out of reach of children and a recent gas appliance check has not been complete. Following the inspection visit, gas service checks have been undertaken, cupboard locks have been fitted and items removed from the bathroom. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Generally, facilities are clean and suitably maintained.

The child minder completes risk assessments for the house and outings. She told us she undertakes daily visual checks on the premises. However, risk assessments do not reflect the current play environment and regular reviews are not recorded. Following the inspection visit, updated risk assessments now include the use of the playroom and extension. Regular fire drills and tests are complete with 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 new extension at the side of the house. Within this extension, there is a storeroom, bathroom, and basic kitchen solely used for child minding. There is direct access into the secure garden. 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. The child minder has recognised a need to develop more organised storage in the future and declutter some existing equipment. The indoor premises is welcoming and child friendly, with sufficient space for children to play and rest. The child minder confirmed children access the garden and have recently had an undercover area developed to allow for outside play in all weathers. However, children did not access the garden during our visit.

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**

Leadership and management of the setting is adequate. The child minder has a compliant statement of purpose which gives information on her setting. Some improvements have been implemented following the last inspection, but not all recommendations have been achieved. There are a range of policies in place, many need review and updating. Following our visit, the child minder has updated some policies. However, not all reflect changes in legislation, her provision and do not include dates of reviews. The child minder keeps accurate registers for children attending but must note when household members and her own children are present, whilst minding. The child minder has since provided assurances that all records are now maintained. The child minder has current public liability insurance, car insurance and MOT. She is registered with the Information Commissioner's Office (ICO).

The child minder does not ensure she maintains valid and current Disclosure and Barring Service (DBS) certificates and has not informed CIW of current household members. During our inspection visit, the child minder has taken prompt action to rectify the issues and has instigated new DBS certificates for herself and household members. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

A recent review of the quality of care provided has been undertaken by the child minder, alongside the submission of Self-Assessment of Service Statement (SASS). The report is very basic and although views are sought, this is not included within the review. The childminder has made improvements and recognises areas she wants to develop. For example, seeking grant funding to develop storage, however, this is not reflected within the review.

The child minder has suitable relationships with other professionals, with links and support from the local authority family information service. 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. As part of the inspection, we sought feedback via questionnaires. Comments were very positive. Some included comments such as, *"We are incredibly lucky to have Natalie and appreciate what she does for us as a family. She goes above and beyond and my child absolutely loves her and being with her"*.

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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20	The registered person has failed to ensure children's welfare is safeguarded. Ensure Disclosure and Barring Service (DBS) checks remain current at all times.	New
25	The registered person must ensure the environment is free from hazards and gas safety checks remain current at all times.	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 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 18 - Quality assurance	Ensure all policies and key documents are up to date, reflecting the provision, legislation and include review dates.

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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