



Inspection Report

Donna Jones

Swansea



Date Inspection Completed

09/03/2021

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About the service

Type of care provided	Child Minder
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert 24 November 2020
Is this a Flying Start service?	Manual Insert No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

This was a focused inspection and on this occasion, we, Care Inspectorate Wales (CIW), did not consider the theme of environment. We did not consider the themes of well-being, care and development or leadership and management in detail.

The child minder has made many improvements since the last inspection. She has addressed the areas of outstanding non compliance from the previous inspections. However, she needs to maintain these improvements to provide a satisfactory service. The child minder also needs to address the new area where improvement is required, and implement the recommendations.

Children are happy in the child minder's care; they are confident and express themselves. The child minder is caring and responsive with children. She works with parents and carers to support children's development.

Well-being

This was a focused inspection, we have not considered this theme in full.

Children have some opportunities to make choices and decisions about what affects them. For example, choosing what toys and activities they would like to play with. Children ask for snacks, when they are hungry. They receive support from the child minder, such as helping to open packets and containers when eating their snacks.

Children are settled and happy, they know the child minder well. The children had responsive interactions with the child minder during our visit. For example, they talked about what snacks they have eaten, discussing what they loved the most. Children also enjoyed retelling activities that have happened in the past, such as World Book Day. Children speak confidently, as they know the child minder listens. For example, a child asked, "Can you help me? Donna can you do it with me too?" The child minder interacted kindly with the child, sitting together at the small table to complete a mark making activity.

Children are interested and play well together. They are happy to share equipment with one another, such as in a den building activity. The children laughed and interacted together whilst hiding under the table. Children contribute to activities and aspects of the daily routine, such as tidy-up time.

Care and Development

This was a focused inspection, we have not considered this theme in full.

The child minder has up to date training that supports her in her role, she holds current first aid and food hygiene certificates. The child minder has recently completed a number of training sessions, including Child Protection and Language Development.

The child minder adequately promotes children's safety and has recently attended Infection Prevention and Control in an Early Years Setting training. The child minder has a health care policy, which includes handwashing, although, she did not implement this consistently during our visit. She follows her nappy changing risk assessment appropriately and closely monitors children when they are eating. The child minder has written consent from parents for their children, such as to travel in her vehicle, go on outings and for taking photographs. The child minder said that she had not administered any medication and the children had not had any accidents whilst in her care.

The child minder engages with the children positively and uses praise effectively. For example, when building a tower, she said to a child "you are going to be amazing at this". The child minder has recently completed Promoting Positive Behaviour training. She uses distraction techniques competently, for example distracting a child, by talking with them about a squirrel they could see in the garden. The child minder provides children with a suitable range of experiences and regularly takes children to local parks and beaches.

The child minder is aware of individual needs, and works alongside parents to ensure that she meets children's needs effectively. The child minder provides some learning opportunities, for example, during snack time, she asked the child "How many have you got?" The young child and child minder counted the snack out together. Children have basic development plans in place, which look at their progress and next steps, with review dates in place. She provides a variety of activities for the children, although there are no clear activity plans in place.

Leadership and Management

This was a focused inspection to consider non-compliance, we have not considered this theme in full. There have been sufficient improvements to enable us to change the corresponding rating of 'poor' awarded at the last inspection to 'adequate'.

The child minder is improving the management of the service. Non compliances have been issued over the last three inspections, most recently, in relation to the record keeping, quality of care report and statement of purpose. The child minder has now complied with all of the non-compliances. The child minder has the required records in place, particularly in relation to children's information and keeping of attendance records. At the inspection, documents now showed actual arrival and departure times. Children's records were satisfactory and available for all the minded children at the service. The child minder has a range of policies and procedures, with a basic system in place that records any reviews and or updates. She has a current quality of care report, which reflects the views of parents and children. The child minder has acted on the areas where improvement was required from the last inspection, in relation to suitability and ensuring that she shares information with CIW. The child minder currently engages with CIW appropriately. For example, sharing policy updates, training certificates and information regarding a future house move. She has also completed one of the recommendations at the previous inspection, to attend food hygiene training. The child minder is working on the remaining recommendations, in relation to more detailed risk assessments and activity planning. The child minder has public liability insurance and has appropriate vehicle documents in place. On the day of inspection, the child minder undertook a collection and drop off of a child. As a result, she was looking after one too many children under five years of age for a short time. The child minder was aware of this, and explained that it was an isolated incident. Therefore, this is an area where improvement is required. The child minder understands the need to maintain the changes she has implemented.

The child minder promotes positive partnerships with parents. As part of the inspection process, we were only able to speak to one parent and they confirmed they were happy with the care given. The child minder keeps parents up to date regularly through verbal communication and use of private 'WhatsApp' group.

Recommendations to meet with the National Minimum Standards

R1. Ensure clear activity planning is in place

R2. Make the written risk assessments more detailed

Areas for improvement and action at, or since, the previous inspection. Achieved

We cannot be assured that the child minder would be able to promote and make proper provision for the welfare of relevant children in some circumstances. Action: The child minder must update her knowledge of child protection, develop her knowledge in relation to the Prevent Duty, and update her child protection policy to reflect this knowledge and understanding.

Regulation 20 (1) (a)

The statement of purpose did not contain all of the information required by The Child Minding and Day Care (Wales) Regulations 2010. Action: The statement of purpose is to be updated with all of the information required. A copy is to be uploaded via CIW online to notify us of the changes. A copy must also be provided to parents.

Regulation 15 (1) (e)

There were no clear records of children's attendance or the actual times they attend, records were not preserved for the required period of time and a record has not been maintained for a child who has been in the care of the child minder as are required by The Child Minding and Day Care (Wales) Regulations 2010. Action: The child minder must ensure that she keeps accurate records of when children attend her service including the actual times they attend. She must ensure that she preserves records for the required period of time. She must obtain all relevant information relating to all children in her care as required by the regulations. Update 24 November 2020: The child minder still failed to keep clear records of children's attendance times. She also had no records for a child attending on the day of the inspection; including the specific health needs for that child. Action: She must have records of children on the first day they attend, including their health care needs.

Regulation 30 (1) (a)

No quality of care review had been undertaken since 2018, the Child Minding and Day Care (Wales) Regulation 2010 requires this to be done at least annually. Action: A quality of care review of the child minding service provided must be carried out, it must take account of the views of parents and children. This review should be developed into a report and uploaded via CIW online to evidence that it has been done.

Regulation 16 (1)

The applicant is of suitable integrity and good character to look after minded children. This is because the child minder had told CIW that there were periods between March and September where she was not minding; however parents confirmed during inspection that they had not had to find alternative care for the child during this period.

Regulation 6 (3) (a) [i]

The registered person must provide the Welsh Ministers upon their request with such information as they may require about

Regulation 31 (4)

the provision of care to relevant children. This is because the child minder has not fully engaged with CIW's request for information, either when contacted by phone, email or text, since her inspection in 2018	
	Regulation 16 (2) (a)

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

Ensure that the number of children under five years of age looked after at any time is no more than three.	Regulation 9 (1) (a)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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