



Childcare Inspection Report on

Sian Merriman-Hamer

Bridgend



Date Inspection Completed

31/01/2020

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| 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 |

Description of the service

Mrs Merriman-Hamer has been a registered child minder since May 2008 to care for up to six children under the age of 12 years. The service operates from the childminder's terraced property in Nantymoel, near Bridgend, where she lives with her husband and two children. The child minder operates her service from 7am to 6pm Monday to Friday. She does not provide 'the active offer' in relation to the Welsh language.

Summary

| Theme | Rating |
|-------------------------------------------|----------|
| Well-being | Adequate |
| Care and Development | Adequate |
| Environment | Adequate |
| Leadership and Management | Poor |

1. Overall assessment

Overall, we Care Inspectorate Wales (CIW) found that children are, at times relaxed and settled with the child minder. They occasionally enjoy their play activities and interact adequately with each other. They are cared for in a fairly comfortable environment. There are sufficient age appropriate resources for their play. The child minder maintains suitable partnerships with parents. Leadership and management of the business is poor. The child minder knew that she had too many younger children than she was allowed, and the child minder relied on family members to help with the care of the children.

2. Improvements

No improvements since the last inspection were noted.

3. Requirements and recommendations

We have advised the registered persons that improvements are needed in relation to

- national minimum standards, regulation 14, and
- use and storage of medicines, regulation 26 in order to fully meet the legal requirements.

A notice has not been issued on this occasion, as the child minder confirmed that these would be adhered to with immediate effect.

We expect the child minder to take action to rectify this and it will be followed up at the next inspection.

We made some recommendations under the care and development, environment and leadership and management themes, which are detailed at the end of this report.

1. Well-being

Adequate

Summary

Children are mostly happy in the child minders care. The children express themselves and sometimes have their choices listened to. Children have some opportunity to explore and to begin to develop their language skills.

Our findings

Children were sometimes content and comfortable in the child minder's care. The children were mostly happy and their needs were considered overall. We saw the children enjoying singing 'Incy Wincy spider' with a spider puppet. The choice was mostly free play. The children had the option from a selection of jigsaws, to get the puppets out, and to sing songs. However children had to ask for their drinks, as these were out of their reach.

The children appeared at ease in the child minders home, they happily ate their food whilst watching the television. Children are beginning to co-operate with one another, at times, exploring activities together and are beginning to choose play resources.

Children sometimes argued over a toy, and at times the older children became frustrated when they wanted to play a game on the floor and the younger children were interrupting their play. We saw the children starting to show empathy. Two children were playing with small toys/farm animals on the floor. When another child joined in the child accidentally bumped into them and said "sorry".

At times children enjoyed their play and learning, we saw children engaged in a structured activity of making a dinosaur. The older children mostly did this unaided, but with some direction from the child minder. However due to the attention needed by younger children, there were times when the older children became bored and started running from one end of the room to the other.

2. Care and Development

Adequate

Summary

The child minder knows the children in her care well, however supports them inconsistently. Overall, the child minder sufficiently manages children's interactions in a kind and caring manner, and sometimes keeps children safe. However her ability to keep all the children engaged was stretched at times. Some significant improvements are needed under this theme.

Our findings

The child minder was aware of her duties and responsibility to report concerns in relation to safeguarding and was familiar with the Prevent Duty guidance. We saw the child minder providing the children with snacks such as a banana and biscuits, and these were given to the children as a 'picnic' on a blanket on the floor. The child minder sometimes practised good hygiene procedures. The child minder blew on hot, microwaved food and tested it in her mouth before feeding it to a child who was strapped in a buggy. No drinks were offered at lunch time and the drinks were not assessable to the children at all times. We saw a child ask for a drink, as they could not reach it on the table. The meal policy stated fresh drinking water or milk was available at all times. We did not see the child minder wash her hands before preparing snack and lunch, although she told us she had washed them in the bathroom. She did not encourage the children to wash their hands before eating their lunch of sandwiches and crisps. The child minder wiped down the surfaces in the kitchen after preparing food. She had a towel for children to dry their hands; and we discussed using paper/individual towels to prevent the spread of infection. The child minder gave children safety messages such as 'no running' and at times asked them to stop doing something such as throwing or putting things in their mouths, however did not given them an explanation why. Medication administered was not recorded, although permissions from parents were provided via a phone app.

The child minder had a behaviour policy available, and a booklet on bullying. She praised children for their efforts and achievements. We heard her say 'good girl/boy', such as when a younger child went from crawling to walking a few steps, and when answering questions on colours.

The child minder encouraged children to share, by saying 'sharing is caring', and encouraged them to take turns, to say 'sorry' and to be nice. However she did not encourage manners such as saying 'thank-you' for their food or drinks. She engaged with children at times, however at other times the younger children demanded more of her attention leaving the older children frustrated. At times the child minders husband took over some of the care, such as rocking a child to sleep in a pushchair, playing with the children and making the children drinks.

The child minder sometimes promoted children's play, learning and development and most activities were child led. She was sometimes attentive to children's needs and got down on the floor and engaged in their play. She made a dinosaur with the children, asking them about the noise they make and how many legs and eyes they have. The child minder knew the children in her care well, for example, she knew that one child loved a particular insect. However the child minder told one child that they could not have more to drink because they had drunk enough, one child was crying as they were tired but she told us they could not sleep until 12 mid-day. The child minder asked the children who were playing to be quieter, as younger children were sleeping in pushchairs. The TV was left on in the background, and sometimes caused a distraction. We did not hear any Welsh being spoken; but the child minder stated that she uses Welsh games and reads Welsh books with the children. The child minder stated that Christian festivals were celebrated and she had made some musical instruments for Chinese New Year.

3. Environment

Adequate

Summary

The child minder provides a mostly clean environment, however some areas such as the kitchen and dining table were cluttered. She has a selection of resources, furniture and equipment for children. Some improvements are needed under this theme.

Our findings

The child minder ensured that the environment was mostly safe and secure, as she locked the main door to minimise unauthorised access and children leaving unsupervised. She had monthly risk assessments in place for the living room, kitchen, garden and equipment. The child minder stated she escorted children outside due to the tiered garden. Regular fire drills took place, and there was a carbon monoxide detector in place. The child minder had a heating certificate, a wall mounted fire blanket, a first aid kit and was registered with the Food Standards Agency. A fire guard was in place and safety gates were placed appropriately.

There was not always sufficient space and facilities to meet the children's needs for play, quiet time and physical play. Children had access to the lounge/dining area, outside area with supervision and the bathroom. There was comfortable settees and chairs for the children to relax on. The latest statement of purpose makes reference to craft and painting activities taking place on the dining table. At the time of our arrival, the dining table in the living room was cluttered with various items such as a large gift basket, and the children's drinks were behind items on the table. This made it difficult for children to sit at the table to do an activity. The child minder made a space for a child to complete a jigsaw without the younger children taking the pieces. The child minder stated that children sleep in the pram in the living room; which sometimes has an impact on the noise level that children can make through play.

There was a good variety of resources to suit the children's needs, ages, and development and these were in good condition. We saw a wooden kitchen, shop, walkers, dolls prams, books, board games, wooden puzzles, play dough and crafts. She had two pushchairs; however no travel cots and parents provided car seats for their children. Outside was enclosed, and there was a table and chairs, a plastic play house, play farm, Astro turf area, balls, and swing ball. The child minder has a small range of resources, such as Welsh books and dolls promoting ethnic diversity. The child minder stated that she celebrated St David's day, and made Easter bonnets.

4. Leadership and Management

Poor

Summary

The child minder has appropriate partnerships with parents. However, the management of the business is poor. Improvements are needed under this theme.

Our findings

The child minder had a statement of purpose in place, however, it did not contain all of the required information. She also maintained a range of policies and procedures, although, not all were dated for validity and review purposes, and all referred to CSIW as the regulatory body. This amendment was a good practice recommendation at the last inspection. The safeguarding policy was out of date and did not include information regarding what action she would take in the event of an allegation being made against her. The child minder maintained a children's register, however actual dates of arrival and departure were not recorded, and 'extra' children were recorded. She had satisfactory insurances, heating certificates and car documents in place.

The child minder's quality of care review was due in January 2020. Her previous review contained basic information and did not include feedback from parents and children.

The child minder was aware of the total number of children that she is registered to care for. When we arrived she was within her registered numbers; however she was caring for three children under the age of 18 months, instead of two. The child minder relied on her husband to provide some of the care, and said her mother often helped out; however she had not notified CIW that either were her assistants. The child minder had valid first aid and food hygiene training certificates; however had not completed child protection training. She did not have a mobile phone/information computer technology policy, and was not aware of data protection (GDPR) or if she needed to be registered with the Information Commissioners Office (ICO).

The child minder keeps parents updated on their children's progress via verbal communication and a mobile app with photographs. She did not have emergency medical consent forms for children and only two of the four children's records sampled, had parental permission for outings, to transport children in a vehicle, and sun cream. She had record forms and contracts with parents, however not all pages were completed by parents and/or signed. The child minder did not keep developmental records of the younger children, although stated she informed parents verbally, and had photographs of them practicing scissor skills. A visitors' book was in place. The child minder confirmed that she visits local parks and soft play centres. We saw that the child minder had cards from very appreciative parents, who praised her care. The children present interacted very well with the child minder's husband.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that the child minder should:

- ensure good hygiene practises are followed at all times;
- ensure younger children do not have an impact on older children's play, and vice versa;
- keep developmental records on younger children;
- date policies and procedures for validity and review purposes, and amend where necessary;
- attend child protection training, and further update the child protection policy to include the information regarding an allegation against her;
- explain to children why they cannot do something, so they understand why;
- ensure drinks are always within children's reach;
- use the TV as an activity so it does not distract children's play;
- consider promoting a more cultural environment;
- ensure the table is clear to allow table top activities and undisturbed play;
- make toys and activities accessible or provide a choice for children to choose from;
- cease using family members to assist with children's care, unless registered as an assistant;
- record the actual times of arrival and departure of children;
- amend the statement of purpose with name, address and contact detail, terms and conditions and opening hours;
- ensure all record forms and contracts are fully completed and signed; and
- gain permissions for all children including for emergency medical treatment.

5. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector visited the service on 31 January 2020 for approximately two and a half hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to the children and the child minder;
- inspected the areas where care takes place;
- provided detailed telephone feedback to the child minder on 06 February 2020.

Further information about what we do can be found on our website:

www.careinspectorate.wales

6. About the service

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|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided | Child Minder |
| Registered Person | Sian Merriman-Hamer |
| Registered maximum number of places | 6 |
| Age range of children | 0 – 12 years |
| Opening hours | 7:00am – 6:00pm Monday to Friday |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 02 June 2016 |
| Dates of this inspection visit | 31 January 2020 |
| Is this a Flying Start service? | No |
| Is early years education for three and four year olds provided at the service? | 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. We recommend that the service providers considers Welsh Government 'More Than Just Words follow on strategic guidance for Welsh language in social care'. |
| Additional Information: | |

Date Published 30/07/2020



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Regulation and Inspection of Social Care (Wales) Act 2016

Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Sian Merriman-Hamer

Bridgend

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| Care and Development | Our Ref: NONCO-00009438-LDMD |
| Non-compliance identified at this inspection | |
| Timescale for completion | 30/03/20 |
| Evidence | |
| Description of non-compliance/Action to be taken | Regulation number |
| The child minder did not keep a written record of medications administered to children. | |
| <ul style="list-style-type: none"> - The registered person is not compliant with regulation 26 2 (c) - This is because we inspected the service on 31 January 2020, and the child minder did not have written records of medicines administered. - The evidence is that the child minder confirmed that parents gave consent via on mobile app; but she did not record the name of the medication, dosage, date, times, and side effects - The impact on people using the service is that children may have side effects to medication, be over-dosed or given the wrong medication and suffer harm. | |