Childcare Inspection Report on

Harriet Brewster

Penarth

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

27/03/2019
Description of the service

Harriet Brewster is based in Penarth, Vale of Glamorgan. Her service is provided from her home and the service currently operates two days a week. The child minder is registered to care for a maximum of six children. The service is conducted through the medium of English with a strong inclusion of the Welsh language. The child minder has been registered since June 2017 and this was the first inspection of the service.

Summary

1. Overall assessment
   Children attending this service enjoy their time and are happy to attend. They are able to make some choices over their play and they have access to an adequate range of play resources. Parents and children benefit from a generally reliable service, but there are areas of practice where improvements are needed either because the service does not fully meet its legal responsibilities under the regulations or under National Minimum Standards for Regulated Child Care.

2. Improvements
   This was the first inspection of the service.

3. Requirements and recommendations
   During this inspection, we identified areas where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore we have issued a non-compliance notice in relation to the following:

   - Hazards and safety (Regulation 25): There is inadequate and ineffective management of risk in at the service.

   Details of the actions required are set out in the non-compliance report attached.

   We have made practice recommendations relating to activity provision, the environment, safe food provision, and records and documentation. These recommendations can be found in full in Section 5 of this report.
1. **Well-being**

**Summary**

Children in this service are able to make their own choices about their play and are supported to do this. They are settled, happy and confident, and they are forming friendships and feel valued. Their independence is promoted and they enjoy the range of play opportunities available to them.

**Our findings**

Children are encouraged to speak and express themselves, and their views are valued by the child minder. Children are encouraged to talk about their day during play and meal times, and the child minder takes her lead from them in respect of the activities provided. During the inspection, we saw this to be the case. The children had decided to make Mother’s Day cards and child minder asked them if they would like to make a gift for their mothers too, and they decided upon homemade sweets, which we saw them make the following day.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. They are happy and confident to approach her, to seek comfort when necessary and are keen to interact with the child minder and include her in their play. For example a younger child asked for help when using a stamp to cut out hearts when making cards. The children express enjoyment whilst they play, and we saw them smiling and laughing.

Children are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. The three children all played together very well and were able to manage their own behaviour. They chatted happily together about the drawings they were doing, sharing the craft equipment. They developed imaginative play together, bringing out a mat and pretending it was a magic carpet and they were off to Africa to explore. We also noted that they were polite and said please and thank you often without prompting.

Children are interested in the play based activities which are very much led by them. Children drove their own play and so were able to persevere because they were engaged in what interested them. This was the case with both the Mother’s Day cards and during a cooking activity that a young child undertook one-on-one with the child minder.

Children are developing across a range of skills. The child minder spoke knowledgeably about the children, and was able to tell us about the developmental progress of the
children. However, she does not maintain records of children’s development which the National Minimum Standards require. We saw that children are trusted to be independent. They are encouraged to access the upstairs bathroom independently, and the child minder does not dominate their play, allowing them freedom to develop their play between themselves.
2. Care and Development

Summary

Children and parents benefit from a practitioner who has a suitable understanding of individual children and is able to meet their needs. The child minder provides activities which meet children’s interests, helping to ensure they enjoy them and engage well with them. She respects the children in her care and the decisions they make. The child minder understands many but not all of her responsibilities and she should review the National Minimum Standards and relevant practice guidance to ensure her understanding is thorough.

Our findings

In the main, the child minder ensures that the service’s policies and procedures are implemented to support the health, safety and well-being of children. She was able to speak competently about dealing with child protection concerns and refreshed her knowledge in March 2019. The child minder also undertook paediatric first aid training in March 2019 so she is able to deal with an emergency. Records showed that fire drills are undertaken regularly. The child minder records accidents and medication administered to minded children. However, accident records did not contain the full names of children. The medication forms contained the necessary information but did not state that the medication had actually been given. Good hygiene is not sufficiently well promoted at the service. The children washed their hands in readiness for snack, but played in the garden where their hands became dirty again prior to eating. Cucumber and carrot sticks were provided in a communal bowl that was taken outside and not treated hygienically. Children were allowed to eat whilst moving around playing outside, which is a choking risk.

The child minder sets realistic boundaries for children’s behaviour. She is a good role model and uses a consistent approach to managing behaviour, taking into account children’s age and understanding. The child minder was positive and warm and was proactive in praising the children. No significant issues of unwanted behaviour occurred during the inspection, largely thanks to the positive approach taken.

The child minder provides a nurturing and caring environment in which children’s needs are met. She is aware of some of the principles of the Foundation Phase curriculum and was able to speak to us about some the different skills she was hoping to develop in the children through the activities she provides. She told us that she takes into account children’s interest and abilities when planning activities and explained that children lead the activity provision. Together they make lists of the sorts of activities they want to do. This approach is reactive to the children’s interests and, at the moment whilst the care provided is limited, it is sufficient to meet the children’s needs. However, as care expands and children begin to spend more time in her service, a more formalised approach to activity planning, recording
children’s development and using these records to plan for next steps in learning will be required.

The child minder promotes diversity in her service. She is learning Welsh and several of the children attend Welsh language schools. We heard the child minder include the Welsh language often during interactions to help support children’s learning. She also told us that she incorporates festivals from many cultures in to the activities, do which the children enjoy.
3. Environment

Summary

Children benefit from an adequately maintained environment, with some limited access to outdoor play at the home, and an adequate selection of resources which are appropriately maintained. However, the service is failing to meet its legal responsibilities because the child minder has not done all she can to identify and mitigate the risks to children within her home and a non compliance notice has been issued in respect of this matter.

Our findings

Parents cannot be fully confident that all areas used by children are safe and well maintained. We saw that the rooms in the home that children access were clean and in most areas, adequately maintained and decorated. On the first day of our visit, the home was secure as the child minder locked the front door. However, the front door was not locked during our second visit. We identified further risks to children on the stairs, in the bathroom and from the security of the premises which had not been considered and addressed by the child minder. The risk assessments in place were not robust and did not ensure that all risks to children are addressed. This failure to identify and address unnecessary risks to children means that the service was not complying with their legal responsibility to keep children safe and we have issued a non-compliance notice in respect of these matters.

Children’s well-being is generally promoted because the facilities and equipment provided meets the children’s needs. The lounge, which acts as the main play space, has a space for children to display their pictures and this improves children’s sense of belonging and of being valued. Resources are mainly stored in the lounge and we saw that children were confident to find what they wanted. A limited area of garden is available for children to use, but we saw them make use of the space during our visit. The child minder also told us that she takes the children to local parks regularly for physical play and picnics. Toys, equipment and household items in areas accessed by children were not stored appropriately and some presented a risk to children using the service.

Children have access to toys and equipment that are appropriate and suitable to their needs. We saw that the resources at the service covered a suitable range of play opportunities for the children currently cared for by the child minder. There were books, small world toys (such as dolls), craft resources and messy play. We saw the children request craft resources and then explore these very happily. We also saw children enjoy the sensory experience of a cooking activity with the children minder.
4. Leadership and Management

Summary

Children and parents benefit from a reliable service upon which they can depend. Suitable policies are in place which outline the service and this ensures that parents have sufficient information available to them to make an informed choice about using the service. However, some improvements are required to ensure that the service is well organised in all areas.

Our findings

Children and parents benefit from a reliable service but not all aspects of the service are well planned. The child minder has a Statement of Purpose in place which is kept review and contains all of the information required by regulations. We did note that the child minder’s contact details were not in the document. We examined the service’s polices and found them to be appropriate and thorough, although improvements are needed for the Medication policy to include information on medications that children are able to administer themselves, such as asthma inhalers. We examined children’s records and found they contained most of the required information. However, only one child’s records contained parental permission for the child minder to seek emergency medical treatment. No record is held for emergency contacts for the children beyond their primary carer. We also found that there was no register of children’s attendance in place which recorded children’s names and actual times of attendance, as required by the regulations. Following the inspection, the child minder has provided evidence that an appropriate register is now being maintained and we have therefore not issued a non-compliance notice in respect of this.

There is a system in place to ensure that a formal self evaluation of the service is undertaken. The child minder told us that she had begun to consult with parents and children to complete her first annual Quality of Care review and that once she had received their feedback, she would use this information to inform a Quality of Care report and make improvements to her service.

The child minder is not always effective in managing her own time and prioritising activities responsively. Although she is relaxed and calm in her approach, which has a positive impact on the children’s mood, at times of transition, we found that the child minder was not always sufficiently well organised, which caused unnecessary disruption. For example around meal preparation, children became disruptive at the delays waiting for their meal and the child minder’s baby became distressed at the lack of attention whilst sitting up at the table. We also observed a cooking activity with children where she did not prepare for the activity in advance, which led to the activity being disrupted.
Children have their needs and preferences identified and parents know how these will be met. A child record form is completed by parents so that the child minder has the information necessary to meet their needs, such as the child’s likes and dislikes, routines and development. Policies and procedures outline how the service operates and are shared with parents. Parents are kept involved and informed about their child’s activities, and the child minder speaks with parents daily to inform them of how their child has been.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- The child minder should review the National Minimum Standards to ensure the service meets each of these and she has a sound understanding of her responsibilities;
- snack must be provided hygienically and safely, and best practice hand washing should be encouraged;
- the child minder should consider how she can use her time more wisely and be more prepared, to improve the experiences of children;
- emergency contacts for children must be sought wherever possible;
- parental permission for emergency medical treatment must be sought for every child;
- the statement of Purpose must include the child minder’s contact details;
- medication forms must include a recording of the administration of the medication; and
- records of accidents must include the full name of the child.
6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. We considered the following information as part of the inspection process:

- One inspector undertook an unannounced visit to the service. We visited the service on two visits across two days to observe children and the care they received;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the visits; and
- we looked at a wide range of records. These included the Statement of Purpose, policies, health and safety records and children’s records.

Further information about what we do can be found on our website:
www.careinspectorate.wales
### About the service

<table>
<thead>
<tr>
<th>Type of care provided</th>
<th>Child Minder</th>
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<tbody>
<tr>
<td>Registered Person</td>
<td>Harriet Brewster</td>
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<tr>
<td>Registered maximum number of places</td>
<td>6</td>
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<tr>
<td>Age range of children</td>
<td>Birth to 12 years</td>
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<td>Opening hours</td>
<td>8am to 5:30pm, Wednesday and Thursday (days may change depending on demand)</td>
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<td>Operating Language of the service</td>
<td>English</td>
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<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>This is the first inspection of the service</td>
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<tr>
<td>Dates of this inspection visit</td>
<td>27 and 28 March 2019</td>
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<tr>
<td>Is this a Flying Start service?</td>
<td>No</td>
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<tr>
<td>Is early years education for three and four year olds provided at the service?</td>
<td>No</td>
</tr>
<tr>
<td>Does this service provide the Welsh Language active offer?</td>
<td>This is a service that is working towards providing an ‘Active Offer’ of the Welsh language and operating as a bilingual service. We recommend that the service provider considers Welsh Government’s ‘More Than Just Words’</td>
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<td>Additional Information: None</td>
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Date Published: 14 June 2019
Care Inspectorate Wales

Children and Families (Wales) Measure 2010
Child Minding and Day Care (Wales) Regulations 2010
Care Standards Act 2000

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

Harriet Brewster
Penarth

Date of publication: 14 June 2019
<table>
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<tr>
<th>Description of non-compliance/Action to be taken</th>
<th>Regulation number</th>
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<tr>
<td>The registered person has failed to ensure that risk is managed effectively</td>
<td>25 (c)</td>
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**Evidence**

The registered person is not compliant with regulation 25 (c): Hazards and safety. This is because the registered person has failed to effectively identify and so far as possible eliminate unnecessary risks to children.

The evidence for this is that we observed several hazards within the home which put children at unacceptable risk. We found a very sharp carpet nail tack, approximately 13mm in length, on the middle of a step half way up the stairs which had come free from holding down parts of the stairs carpet. A three year old had just used the stairs independently to access the toilet without any supervision. We gave this to the registered person and explained where we had found it. During both of our visits, a gentleman’s shaving razor was on the side of the bath where children could freely access it. The risk of them cutting themselves on this is very high. A side panel in the bath was also broken and the sharp edges of this are a risk to children if they were to reach through it. The registered person told us that she had taught her elder daughter how to unlock the front door in order to let herself out in an emergency. However, the home is situated just a few feet set back from a very busy main road and the risk of children letting themselves and other children off the premises is unacceptable. We also noted that the areas accessed by children were untidy with toys, equipment and household items not stored appropriately, which could cause risks to children. We examined risk assessments and found them to be basic and to only consider a small number of risks within the home.

We are not confident that the registered person has sufficient understanding of recognising risks to children and managing those risks. The impact on people using the service is that children have been placed at unnecessary risk to their safety.