

Annual Inspection Report 2023-2024

Michelle Cain

Childminder

25 May 2023

**Under the Regulation of Care Act 2013 and
Regulation of Care (Care Services) Regulations**



DHSC

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this announced inspection on 25 May 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Michelle Cain provides 'childminding' for one or more children under 8 years old by a person at a private dwelling for reward and for more than a total of 2 hours in the same day.

People's experience of using this service and what we found

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

Our key findings

Michelle had a good understanding of children's individual needs and stages of development. She was able to 'tailor' her care to ensure that all children could be included in activities whilst maintained personal routines.

She had established good working relationships with parents, and this was apparent from the feedback received directly from parents.

Michelle was caring and treated all children with compassion and with equal concern and attention.

The following are comments from parents

'Michelle is an absolutely amazing child minder, she's very kind, attentive, patient, caring, and fun! Our **** adores going to her and we also love her as well'.

'she's very caring and treats all the children with respect'

'Michelle is calm, kind and fun. My **** is always happy to go to Michelle's house'

'Our little **** is excited when it comes to **** days there and is always happy when we pick **** up **** really does have the best fun and often talks about Michelle during the week too, **** even told me **** loves **** Michelle'.

'**** dad and I have decided not to send **** to a preschool because we feel they couldn't offer any more than Michelle does, she constantly has our **** out on adventures always experiencing new things always out and about and we are so grateful for this. There is nothing more Michelle could do we are 100% happy.'

'Michelle shows a genuine care and love for the children she looks after you can see this in all the children in drop offs and pickups. Our little **** is thriving and it's thanks to Michelle she really is helping our little **** grow.

'I am more than happy with the care being provided. My **** has never had a day when **** doesn't want to go, I feel content leaving **** and know that **** will be involved in several enrichment and exciting activities throughout each day'.

'The knowledge that **** experiences new activities and new places on a daily basis is definitely the strength of the childminder as well as the way she builds safe relationships with the kids'.

About the service

Michelle must not look after more than 6 (six) children at any one time under the age of 8 (eight) years, including the childminder's own children

Of these 6 (six) children:

No more than 2 (two) children must be under the age of 1 (one) year

No more than 3 (three) children must be under the age of 5 (five) years

Michelle has been a registered childminder for nearly 10 (ten) years. She lives in Peel and uses her car to transport children as well as walking. All childminding rooms/ activities are based on the ground level of the premises.

Notice of Inspection

This announced inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 18 May 2023. We visited the location's office/service on 25 May 2023.

What we did before the inspection

We reviewed information we received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR), notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from nine families who use the service. Seven responses were received.

During the inspection

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of people/children.

SECTION C Inspection Findings

C1 Is the service safe?

Our findings:

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. The service does not require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

Michelle described the cleaning programme she had implemented. This included the washing of material toys in the washing machine and all toy/ equipment and surfaces cleaned daily with antibacterial wipes. She explained that she thoroughly washed toys and equipment every fortnight.

High chairs would be cleaned after every use throughout the day. The fridge was not being used to store any food provided by parents for the children. Instead parents were asked to supply an ice pack with their child's packed lunch.

Appropriate methods for washing children's hands were established. Michelle used soap and water when at home and individual paper towels to dry children's hands. An antibacterial hand gel was being used when they went on outings.

Michelle had policies to support her business practices, these included an 'exclusion policy' if a child had an infectious illness.

Inspection Findings

C2 Is the service effective?

Our findings

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. The service does not require any improvements in this area.

This service was found to be effective.

Children’s care and development needs are assessed, supported and promoted

Prior to a child starting at her setting, Michelle would have an introductory meeting with parents. At this time she would outline the services that she provides and gives an opportunity to discuss the individual needs of their child and any concerns they may have.

Parents were requested to complete a ‘record of information’ about their child that enables Michelle to provide the appropriate care.

Parental feedback confirmed that Michelle provided regular updates and information regarding their child’s development goals and milestones. Parents also commented that they felt confident to discuss any concerns (if they had any) with Michelle. Feedback also established that parents could ask advice and felt supported with any behavioural or development queries they had.

Inspection Findings

C3 Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

Ensuring children are being treated with kindness, respect and compassion, and are given emotional support when needed.

There were two children present during the inspection. The ages of the children varied from a baby to a preschool child. Michelle was aware of the needs of the individual child and ensured that both children received her attention. She provided appropriate activities and resources related to their age and ability. She was aware of their likes, dislikes and their personal routines.

Michelle was observed to show a caring approach to the children's needs and displayed kindness and compassion. She knew when children needed a bit more reassurance and both children appeared to be happy and comfortable with Michelle. The children were smiling and responsive to Michelle's requests or actions.

Maintaining children's privacy, dignity and independence respected.

We discussed how Michelle maintained children's privacy and dignity during personal care. Michelle described how she would appropriately change a child's nappy and having an awareness of other children in the room. She also had an awareness of the need for children to have privacy and develop independence when using the toilet. Michelle was aware of the varying ages of children that she provided care for and what level of supervision was required.

Michelle spoke about different levels of independence and how she could help children at different stages of their life, for example, preparing children for when they go to School.

Inspection Findings

C4 Is the service responsive?

Our findings:

Responsive – this means we looked for evidence that the service met people’s needs. The service does not require any improvements in this area.

This service was found to be responsive.

Delivering personalised care

Michelle explained that she would meet with parents prior to any decision of the child registering with her. She said that she provided the opportunity for parents to meet with her on several occasions if they wanted, so that their child would be able to familiarise themselves with her.

Once a parent and Michelle agree to proceed with registration at the service, Michelle requests that the parents complete a ‘record of information’ about the child. This will provide information about the child and their individual needs and routine. Michelle was aware of incorporating children’s individual routines when planning activities.

Michelle had a wide variety of toys for different age groups and planned activities to include all the children. She stated that planning days and activities were flexible so that if weather conditions changed, she would change the plan.