

Annual Inspection Report 2023-2024

Lisa Christian

Childminder

12 June 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 12 June 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Lisa Christian 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

Lisa had a clear and good understanding of providing appropriate support to enable children to reach their individual developmental milestones.

Children appeared to be happy and comfortable at the setting and with Lisa, this was confirmed by parental feedback.

Activities were tailored to meet the children's needs and adapted appropriately if a child appeared to need more time and space to settle in group activities outside of the childminders home.

The following are comments from parents

'Lisa provides a home away from home where we know our **** is safe and provided with exceptional care'.

'**** always very happy being dropped off each morning and settled very quickly and that's the most important thing for us'.

'She's caring, knows the children really, good communication and she's just great'.

'We have chats everytime we collect **** where Lisa let's us know how **** getting on'.

SECTION B The Inspection

About the service

Lisa 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

Lisa lives in Onchan and has been a registered childminder for 13 years. All areas of the premises used for childminding service are based on the ground level floor. Apart from walking she will use her car to transport children.

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 19 April 2023. We visited the location's office/service on 12 June 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 five families who use the service. Two 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

Lisa had a cleaning programme in place to minimise the risk of any spread of infection. This included cleaning the nappy changing mat after every use and hoovering floors daily. Toys were 'spray' cleaned weekly with an appropriate cleaning spray and daily if deemed necessary. The premises/ areas used for childminding were clean.

We discussed personal hygiene including ensuring children's hands were cleaned. Lisa stated that she uses a hand gel throughout the day and in particular before/ after meal times and toileting.

Children arrive with a packed lunch, which parents provide an ice pack for any perishable food contents.

Policies and procedures support Lisa's business, this includes 'exclusion of any child with 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

Lisa was aware of the individual needs and stages of a child’s development. She had resources and toys to cater for the different age range of children that she provides care. We discussed promoting and developing children’s skills and learning. Lisa understood that children learned and grew at their own pace and would provide the support needed to develop a child’s confidence and abilities towards reaching educational milestones.

Parents are requested to provide information about their child’s needs, including any medical or cultural needs. Lisa stated that if she or parents had any concerns regarding their child’s development, she would discuss this with them. One parents said ‘Lisa's very good at listening to any concerns we have and reassures us accordingly’.

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.

We observed Lisa to interact in a positive, caring and compassionate manner. One of the children was upset at the arrival of the inspector and Lisa cuddled and reassured the child that they were fine. The child quickly responded and was soon playing with the toys on the floor. Lisa had a dedicated playroom where the children could play and access the toys. She gave each of the children present her care and attention and understood their needs as an individual and according to their age and abilities.

The children appeared to be comfortable and happy in the presence of Lisa, one of which was very chatty and keen to talk about places they go and things they do with Lisa.

Maintaining children's privacy, dignity and independence respected.

Lisa was aware of the need for providing privacy and dignity when carrying out personal care for the children. For example, she had identified a suitable area to the side of the sofa to change a child's nappy whilst still in sight of the other children in her care.

Lisa stated that developing children's independence was very much based on an individual basis. She said it was child led and at their own comfortable pace. She gave an example of attending social groups and encouraging children to participate with other children other than those that Lisa cares for. She said if a child appeared to be unhappy, she would take a step back and reassure the child and not push the child into something they weren't ready for.

Lisa was also aware of the benefits of attending social groups in order to prepare the child for nursery or 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 require an improvement in this area.

This service was found to be responsive.

Delivering personalised care

Parents of the minded children were requested to complete a record of information about their child to provide information to support and identify individual needs for each child. This information includes any medical conditions, dietary requirements and/or additional needs. Five children’s records were checked and all contained the relevant information with the exception of one. Lisa did have some of the required information included on the contract for this child, but needed further details. Lisa also told the inspector that she was updating each child’s photograph and was in the process of printing these out to attach to the records.

We discussed the daily routine and planning of children’s activities. Lisa stated that although she has a routine that includes attending ‘social groups’ for example ‘singing Jo’s’, she is flexible and the plans can change. She stated that if the weather was warm and children wanted to go to a park or another outdoor activity then she would change the plan. She also confirmed that activities were ‘child led’ and they simple may wish not to attend a social group that day.

Lisa stated that she gave a verbal handover to parents when they collected their child, parental feedback confirmed this. Lisa is also considering completing a daily diary sheet for parents as this would also ensure relevant information was collated. This would provide an opportunity to include any specific areas of behaviour.

Action we require the provider to take

Key areas for improvement

There is one child’s ‘record of information’ to be completed
All records to include a photograph.