

Annual Inspection Report 2023-2024

Kate Caley

Childminder

1 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 1 June 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Kate Caley 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

Kate has received positive feedback from all the parents of children that she was currently providing care for at the time of the inspection.

She was observed to have a caring and compassionate nature with the children, and treated all with equal concern.

Kate had developed good systems for recording children's progress and informing parents of their child's milestones. Kate was also very conscious and aware of parent's choices and what they wanted to be informed of.

The following are comments from parents

'I wouldn't trust anyone else with my children. It's a real home from home environment. She offers the children a lovely safe and structured environment with routine which I really like'.

'She takes the children out daily and also offers the children a great variety of toys and activities to do. She also has the children doing lots of crafts and lovely keepsake gifts'.

'flexible, friendly, promotes singing/reading and speaking, also taking them out to explore' 'keeps me up to date on what **** has done in the day'.

'She does personal cards/ pictures/paintings for us to keep and does birthday cards for all **** family members'.

'Kate is an amazing childminder, you can tell she thoroughly enjoys her job and it shows in the girls. I love how caring she is with them'.

'I'm 110% happy with the care Kate is providing for ****

About the service

Kate must not look after more than 3 (three) children at any one time under the age of 8 (eight) years, including the childminder's own children

Of these 3 (three) children: no more than 2 (two) children must be under the age of 1 (one) year.

Kate has been a registered childminder for 15 (fifteen) years. She lives in Onchan and uses her car for transporting children when not walking.

Kate uses her lounge for play activities and the dining area of the kitchen/ diner for meal times. All areas used are located on the ground level.

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 23 May 2023. We visited the location's office/service on 1 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 three families who use the service. Three responses was 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

There was a cleaning programme in place, this included the daily cleaning of mopping floors and cleaning door handles. Toys being wiped and furniture throws being washed weekly. Kate stated that children's hands were to be wiped hourly and all surfaces including high chairs to be cleaned after use. The premises and toys/ equipment were clean on the day of the inspection.

The fridge was not being used for storing children's food or drinks, instead children arrived with packed lunches with an ice pack.

Policies and procedures including; exclusion due to an infectious illness supporting the childminding business.

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, Kate 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 Kate to provide the appropriate care.

Kate kept a daily record to provide to parents that informed them of their child’s sleep routine, meal times and activities and welfare. This was confirmed by parental feedback, with one parent stating ‘I receive daily written updates in a diary which I find extremely useful and I enjoy to read each day. Kate’s so approachable and is always happy to provide verbal updates when I collected my ****’.

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 three children present during the inspection. Kate was observed to interact with each of the children in a positive manner and providing appropriate care and attention to each child. She was compassionate and provided support and reassurance when needed. Each of the children appeared to be happy and enjoying an activity of craftwork. Children sat or stood close to Kate and she was aware of each child's likes and dislikes. Kate praised the children and ensured they were all engaged in an activity. Parental feedback confirmed that they were all happy with the care provided by Kate.

Maintaining children's privacy, dignity and independence respected.

Kate was able to maintain privacy and dignity for children when changing their nappies by having a changing table appropriately positioned.

We discussed promoting children's independence and how Kate gave examples of how she achieved this. She stated that she would start with children finger feeding themselves before moving onto using a spoon. Children were observed choosing toys to play with and during an activity of craftwork they were picking their own stickers to make cards for family members.

Kate had policies regarding the storage of records, and these were being stored securely.

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

There was a ‘record of information’ for each child providing details to ensure that individual needs are highlighted. Parents were requested to complete these records, and to provide information to Kate of any changes (if any). Kate stated that she would discuss any cultural or religious needs that the parents may have and welcomed any ideas they had to help her.

We discussed how Kate planned activities with the children. She stated that she provided play opportunities that were age related and suitable to the child’s stage of development. She said that she rotated the toys to ensure that the children’s interest was maintained and that she listened to the children to know what they wanted to do and where they wanted to go. Kate stated that her daily routine included time going on outings as well as indoor activities.

A daily record was provided to parents.