

Inspection Report

2023-2024

Jennifer Cowin

Childminder

17 JULY 2023

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



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 17 July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Jennifer Cowin 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

Jenni had a dedicated playroom that was complete with suitable toys for various ages of children. They were displayed or stored easily accessible to the children.

Parental feedback confirmed that they were happy with the care provided by Jenni.

Jenni had taken the initiative to source suitable 'online training' on top of the 'mandatory' training that she must complete.

Jenni was reviewing her practices for example, methods of providing feedback to parents.

The following are comments from parents:

'I feel confident that Jenni takes the very best care of **** and makes sure **** is safe and happy'.

'**** settled in with no problems at all. **** smiles and gets excited as we approach the house, and always runs in to find out what fun activities Jenni has set up for when they arrive, while she tells me of their plans for the day'.

'She takes them out pretty much every day rain or shine, they get loads of fresh air, do a variety of activities at no extra costs to me, including parks, baby and toddler clubs, dragons castle, wildlife park, baking, crafts and she has a great garden with lots of different toys'

'**** comes home with lovely thing that **** has made, and Jenni is also really generous and thoughtful providing gifts for Easter, Christmas, Father's day etc.

'She provides a wonderful home from home'

'treats our **** as she would with her own kids, takes **** out to tots and in the outdoors, excellent communication and we are kept up to date daily of what has happened during the day'.

'We believe Jenni offers a safe, development friendly and caring environment, she is very good to take the children out, do crafting activities, baking, and keeping them well entertained. She carries out minding like it's a second nature and our child loves being there'.

'Jenni does all of her job well because she loves it and loves kids. Her patience, enthusiasm, humour and energy make her a fabulous childminder who really helps the children develop and bring them on. Her home is a fun, secure and loving environment. Jenni is second to none and exactly what I strive to be as a mum'

'Jenni does so much with the children, providing different activities and experiences'

About the service

Jenni 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

Jenni has been a registered childminder for 9 (nine) years. She lives in Onchan 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 11 May 2023. We visited the location's office/service on 17 July 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.

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.

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

Jenni described the cleaning programme she had implemented. This included the daily washing of items such as those a child had placed in their mouth. Equipment such as high chairs were cleaned after use and sprayed with an antibacterial spray. Toys were being spray cleaned with an antibacterial spray at the end of each day. She had implemented a programme that included areas for weekly cleaning and 'deep' cleaning of all toys and equipment every three months.

Appropriate methods for washing children's hands were established. We discussed the importance of washing hands before and after eating food and at other appropriate times. Jenni had policies to support her business practices, these included an 'exclusion policy' if a child had an infectious illness. Apart from the mandatory training Jenni must complete as part of her registration, she had also undertaken 'on-line' and 'face to face' training regarding: food hygiene, Covid, GPDR (general data protection) and understanding EYFS (early years foundation stages'.

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, Jenni would have an introductory meeting with parents and provide ‘settling in sessions for the children’. Parents had 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 provided individual details to ensure that Jenni was able to provide appropriate care. This also ensured that Jenni had any additional resources (if needed).

Jenni stated she observes children when they first attend and ensures that activities and outings are age and developmentally appropriate. She kept notes in her diary so she could tailor activities so that each child could benefit from it, whether it be adding sensory elements for young babies or encouraging older children to count certain objects, match colours or group objects together.

Jenni attends tots groups to enable children to learn social skills and interact with other children. She has said she ‘goes to shops and cafes to learn about the world and how we should behave in public places and of course talking to the children whilst out and about for example discussing the weather, counting the steps on the slide in the park, talking about what noises animals make that we either walk or drive past’. This shows that Jenni has an understanding of everyday activities and outings can provide an opportunity for developing new skills and learning goals.

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 children and Jenni interacting in a positive and respectful manner. There were three children present during the inspection and each one was treated with equal concern and divided attention. Jenni was aware of their individual needs and likes and dislikes.

Children were encouraged to share toys and could take time to play alone or with the others. Jenni supervised the children at all times providing care and compassion. She sat with them to read a story and encouraged them to join in the story. The children appeared to be happy and comfortable in the presence of Jenni. Parental feedback confirmed that they were happy with the level of care provided by Jenni. One parent stated; 'Jenni is always happy to discuss our child, **** traits and developmental progress and has often been a sounding board providing good comments and suggestions'.

Maintaining children's privacy, dignity and independence respected.

There was a suitable area for changing nappies which providing dignity for the child. Jenni encouraged children to be independent suitable to their age and stage of development. Drinks were easily accessible to the child and toys were either out on display or stored at a level that they could reach for themselves.

Jenni displayed a good understanding of children's development goals and able to provided suitable activities to enhance their learning whilst enjoying their time playing.

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

Jenni had informed us that she would meet with parents prior to their child registering with her and provide settling in sessions for the child to familiarise themselves with her and the environment. Parents are requested to complete a ‘record of information’ about their child, which provides details about the individual needs of each child, including medical and dietary.

Jenni completes a ‘daily record for babies’ which transfers between her and the parents of the child. This information provides a record of what the child has done that day, what they have eaten/drank, sleep routine and nappy/ toileting routine. This ensures that information is relayed to the parent directly. Jenni is currently reviewing her processes for providing written feedback to parents of older children. She stated she currently provides verbal feedback on a daily basis and ‘what’s app’ messages throughout the week.

One parent stated; ‘When I pick **** up Jenni tells me what **** has been up to, how much sleep **** has had, what **** has eaten, how **** has behaved and interacted with the other children, and anything else I need to know about his day. She also sends me photos of **** adventures which I love receiving’.

Jenni had toys and resources for children of all ages and stages of development. She said that she encourages parents to share any resources which may enhance children’s learning of their culture or religion such as important festivals and special occasions.