

Inspection Report

2023-2024

Emma Henthorn

Childminder

27th 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 27th July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Emma Henthorn 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

The area of the premises used for childminding is on the ground floor and consists of two rooms which are used exclusively with the children. There is also a large well equipped garden for the children to use.

The indoor rooms were well equipped, organised, light and bright. It is laid out to encourage activities and toys are readily available in boxes and on shelves for the children to choose from. The children were observed choosing their own toys from the selection available during the inspection.

During the visit despite my presence the childminder continued to engage with the two children. The children were of differing ages but they were encouraged to be nice to each other and to play together; the play was adapted by the childminder for the younger child.

All areas used in the premises were well presented and clean.

The childminder uses the early years frame work as a reference for development milestones; this is monitored during normal daily activities. The children undertake a range of activities and usually have outings in the morning which include going to the park, beach or playing in the garden dependent on the children being minded and the weather.

Emma's records were excellent, she was well organised and had appropriate systems in place to support the provision of her service.

The following are comments from parents

"[...] is so happy going in each day, it's become a home from home for him. They do so much....trips here there and everywhere. I have no question that he is being well looked after when he is with Emma"

" we believe we couldn't have chosen a better childminder"

"she has been such an amazing find"

"She is wonderful with them aids their development, she does great activities and takes them out on lots of fun trips".

"Emma's communication is excellent. She sends me pictures and message updates about what they have been up to as well as always telling me about how the day has been when I collect him in the afternoon."

"Emma gives regular update on her develop and progress which really puts your mind at ease and [...] absolutely adores her."

"They go on so many fantastic trips; the train, the beach, forests, the Wildlife Park, parks etc. etc"

"On a practical level the variety of activities that Emma does with [...] is great, most of the time is spent outdoors and doing something that will help develop different skill sets. With regards to speech, emotional development and interacting with other children/adults, Emma has been a huge contributing factor to each of these different areas"

About the service

Emma 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

Emma lives in Ballasalla and has been a registered childminder for many years. The areas of the premises used for childminding on the ground floor and is adapted exclusively for the children's use. It comprises of one large play room with an additional separate room for sleeping if needed. The children also have access to the well-equipped garden.

Activities are planned on a daily basis, for activities outside of the home the childminder will transport the children in her own car and on occasion public transport.

Notice of Inspection

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

Inspection activity started on 4th May 2023 We visited the location's office/service on 27th 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.

After the inspection

Verbal feedback was given to Emma

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 were policies and procedures in place for cleaning both the toys, resources and the premises. Toys were cleaned at the end of the day, especially toys which had been in mouths, and the room and toys are all steamed weekly, with cleans in between if there are visible signs of dirt. Beanbags are sprayed and wiped after use, and there is a foldable, washable, changing mat which is sprayed after each use during the day and washed as required.

Children sleep on mattresses or bean bags which can be sprayed after use. Bedding was supplied by the minder but chosen by the children on a weekly basis. The bedding is then exclusive to that child for the week and all bedding is washed weekly.

All children had their own lunch bags/boxes provided by the parents which contained ice-packs. Emma has her food safety training certificate

There are policies in place re exclusion for illness and a separate Covid policy

Assessing Risk, Safety monitoring and management

There are detailed risk assessments in place with actions to minimise risks. These are dated and reviewed with forward review dates to show planned annual reviews.

Safeguarding training was up to date and there was a Safeguarding policy in place which was signed, dated and reviewed.

All records were stored securely

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

Emma uses the early years frame work as a reference for milestones but generally promotes development through play. Development is monitored during normal daily activities and information is shared daily with the parents. There was recognition that all children develop at different rates and this is encouraged. If there were concerns then Emma would raise her concerns with the parents and encourage them to seek further advice.

The parents recognised the role Emma plays in developing the children and this was mentioned by several in their feedback about Emma.

During the inspection Emma was continually engaging and interacting with the children, ensuring the activities were adapted so both children, who were differing ages, could engage with it and ensuring that they interacted with each other in an appropriate manner.

The children undertake a range of activities and usually have outings in the morning; these may be undertaken in conjunction with another local childminder. Outings are varied but may include visits to the park or the beach. The outings are dependent on the children being minded and the weather.

Emma keeps a file for each child in which daily observation were recorded. She also has a daily diary where she records outings and brief notes about the day. Daily updates to the parents include photos and information on their child’s activities that day. Emma uses what’s-app to update the parents throughout the day but will also do a verbal handover during collection if needed.

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.

Each child has information in their files about their likes/dislikes and preferences; this is gathered initially from the parents before the child starts the services and forms part of the child's individual file. They have an 'about me' section in their folders which was up to date, and reviewed regularly and dated /signed.

During the inspection the children present were of differing ages, they were encouraged to be nice to each other and to play together, the play was adapted by the childminder for the younger child so she was able to take part. There was no preference shown towards either child, they were both treated fairly. She used explanations with the older child were easy to understand and appropriate.

Emma was observed comforting one of the children and this was done in a caring and appropriate way using hugs.

Maintaining children's privacy, dignity and independence respected.

Emma has a confidentiality policy that forms part of the contract with the parents and which is dated and reviewed. Emma is also registered under data protection. All records of the children are either kept on a password protected device or stored securely in a locked cupboard to which no one else has access.

Discussion about the children that Emma has to have with parents take place when others have left or at a time convenient for both if parent unable to stay

There is an individual what's app group for each family and parents have control over who has access to this.

Throughout the visit it was observed that the children were encouraged to be as independent as possible. They were observed choosing their own play toys, walking with help, putting shoes on for garden play and they were encouraged to tidy up toys after they'd finished with them.

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 were detailed records held on each child including diary notes for daily activities and information for each child showing the development milestones reached.

There are also notes of likes and dislikes that the childminder has recognised during the time with the child, these are reviewed and updated as required. Medical information is also available and personalised care took this into account and each child had an ‘about me’ section in their personal folder.

Activities tend to be planned daily but they usually have an outing in the mornings and then quiet free-play or sleeps in the afternoons. The activity depends on weather and children’s preferences and choices but are varied and include parks, beach, wildlife park and others. The parent’s feedback indicates that these outings are appreciated and beneficial to the children.

Diversity, equality and inclusion was discussed including awareness of alternative family groups. There were books and toys available in the setting which were used to increase awareness of diversity and inclusion. Different cultural festivals were celebrated with the children to reflect other cultures.

If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.