

# Inspection Report

## 2023-2024

**Karen Mordue**

Childminder

22 May 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 22 May 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Karen Mordue 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**

Some areas of improvement were identified as a result of this inspection.

The children were receiving a caring service that promoted their independence, confidence and learning. They appeared happy at the setting and the childminder was respectful and caring in her approach.

The childminder has a wealth of knowledge and experience of working with children and had established good relationships with the children and their families.

The following feedback was received from the families of children attending the setting:

- 'Karen provides a home from home for my [child]. Karen adapts her approach to suit each child's needs.'
- '100% happy, our little [child] enjoys going and loves the outings they go on and all the children get along really well.'
- 'Makes the children feel part of the family, always there when you need her and a great support.'
- 'Very happy, my [child] is very well cared for and adores Karen.'

**About the service**

Karen Mordue operates her childminding service from her home close to the centre of Douglas. She is registered to care for no more than six children at any one time under the age of eight years. Of these six children, no more than two can be under the age of one year and no more than three can be under the age of five years.

The lounge and dining room are the dedicated areas used for minding children. They are taken on outings each day and also have the use of a secure outside area. Parents are asked to provide their own child's lunch and any personal items they may require.

**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 9 May 2023 and we visited the service on 22 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 and received via email from two families who use the service.

**During the inspection**

An inspection of all rooms was undertaken and a range of documentation was reviewed. This included a number of policies, completed accident forms, a medication record, vehicle maintenance records, children's records, insurance documents and developmental information

Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the children's experience.

## 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 requires improvement in this area.

This service was found to be safe.

#### **Prevention and control of infection**

The childminder has developed and implemented a system that ensures all resources, equipment and the premises are cleaned on a regular basis.

Parents are asked not to send their children to the setting if they have an infectious illness and there was a policy in place to support this.

#### **Assessing risk, safety monitoring and management**

Risk assessments had been carried out in regards to the outings the children are taken and covered the places visited. The childminder informed us she hadn't undertaken a risk assessment of the premises but carries out daily safety checks prior to the children arriving at the premises.

The childminder had a number of policies in place to support her in the management of her service. The policies seen were concise, easy to read and contained clear procedures. We were informed they were being kept under six monthly review but evidence of the reviews had not been recorded.

All insurances were in place and evidence was available to show routine checks had been carried out on the environment, equipment and the vehicle. All were up to date and being carried out within the required timescales. Evidence was available to show records were being kept in regards to the administration of medication and accidents.

### Action we require the provider to take

Key areas for improvement:

- Action is needed to risk assess the premises in order to ensure appropriate control measures can be put in place to help minimise potential harm to a child.
- Action is needed to ensure review dates are recorded on the setting's policies in order to evidence they are being maintained and the information is up to date.

## 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**

The childminder holds the Caché Advanced Diploma in Nursery Nursing (NNEB) qualification and was well experienced and knowledgeable about caring for children. She follows the Early Years foundation Stage (EYFS) curriculum and Birth to Three Matters in order to promote and encourage the children’s learning and development.

Observations were being carried out in order to monitor and assess the children’s developmental progress. This information is shared with parents in the ‘Karen to Home’ book, verbally when they collect the children and via private groups on social media. One parents told us ‘Karen fills out a daily book which is sent home with my [child]. She also keeps in regular contact via message and sends me photo updates’, and another said they are kept informed ‘in person when picking them up and also written down each day’.

Through discussion, we were informed of the steps the childminder would take should a child not be meeting the developmental milestones within the expected age range. Parents would be provided with developmental information from the curriculum so they can work together to decide on the next steps.

There was a wide variety of play resources available that had been placed to ensure children could access them easily. Children are taken on daily outings which enables them to learn about the world around them and also has a positive impact on their well-being and development. They visit the museum, local parks, the library and a variety of toddlers groups. One group has been named ‘toasty’ toddlers as the children have toast when they are there and seemed to be a popular choice.

## 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.**

The atmosphere at the setting was relaxed and the child being cared for appeared happy and very much at home. The childminder was attentive, respectful and caring toward the child and the interaction between them was comfortable and relaxed. Conversations heard during the inspection confirmed to us the childminder knew the child well and the child told us they 'likes playing at Karen's'.

#### **Maintaining children's privacy, dignity and independence respected.**

The childminder had arrangements in place to ensure the children's privacy and dignity were being maintained at all times.

Children were encouraged and supported to make their own choices about their play and the childminder was observed promoting the children's independence by involving them in daily tasks.

When interacting with the children, the childminder was heard using respectful tones and had age appropriate expectations.

## 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**

Parents are asked to provide information in regards to any cultural needs, dietary preferences or requirements and/or any medical conditions their child may have. The childminder informed us she acts on all information provided in order to ensure the individual needs of the children are being met. Parents stated regular reviews were being carried out to ensure all information is current.

There was a variety resources available that reflected diversity and inclusion and the childminder explained how she promotes non-gender specific play. This ensured all people felt valued and also promoted the children’s awareness and respect for the world around them.