



Department of Health and Social Care

Rheyinn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Childminding

Catriona McIntosh-Thomson

Announced Inspection

2 December 2019

***Registration and Inspection Unit,
Ground Floor, St George's Court,
Hill Street, Douglas, Isle of Man, IM1 1EF.***

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Part 1 - Service Information for Registered Service

Name of Service:

Catriona McIntosh-Thomson

Telephone No:

07624 451056

Care Service Number:

ROCA/P/0060

Conditions of Registration:

The registered person must not look after more than 6 (six) children on the premises at any one time under the age of eight years, including the childminder's own children

Of these 6 (six) children:

No more than 2 children must be under the age of one year

No more than 3 children must be under the age of five

Date of latest registration certificate:

1 April 2019

Date of any additional regulatory action in the last inspection year (i.e. improvement measures or additional monitoring):

None

Date of previous inspection:

9 May 2018

Name of Inspector:

Margaret McGowan

Part 2 - Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant

Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Substantially compliant

Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant

Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed

Assessment could not be carried out during the inspection due to certain factors not being available.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

Part 3 - Inspection information

The purpose of this inspection is to check the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013 part 3, regulation 9.

Inspections concentrate on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective and safe.

Summary from the last inspection**Number of requirements from last inspection:**

One

Number met:

One

Number not met:

Not applicable

All requirements not met will be addressed within this inspection report

Part 4 - Inspection Outcomes, Evidence and Requirements

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 2- Organisation

2.1 - The maximum number of children between 0 years and 7 years the childminder may look after, when working alone, is six; this is dependent upon the required space standards being met. In addition a childminder must have regard to the numbers allowed within the following age bands:

- no more than 2 children under the age of 1 year;
- no more than 3 children, in total, under the age of 5 years.

The numbers within the age bands above can be exceeded to take account of exceptional circumstances; such as to provide for siblings, or other continuity of care issues that are considered to be in the best interests of the child. Each circumstance will be considered on its individual merit and the ability of the childminder to provide evidence to support their request. The maximum number of six children cannot be exceeded at any time.

NB: These ratios may be decreased as well as increased if a childminder's circumstances warrant such a change.

Childminders cannot exceed six children aged 0-16 on the premises at any one time. This includes minded children, childminder's own children and any other children who may visit the home.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson kept a daily record of attendance at her service. This showed the hours of attendance as well as the names and dates of birth of the children.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
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Requirements:

None

Recommendations:

None

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 3 – Care, Learning and Play

3.8 - The childminder must ensure that sufficient, suitable toys and play materials are available to provide stimulating activities and play opportunities for the children in all areas of play, learning and development. These must be appropriate for the ages and individual developmental needs of the children.

Our Decision:

Compliant

Reasons for our decision:

The toys provided by Mrs McIntosh-Thomson were appropriate for the ages and stages of development of the children in her care.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.3 - The premises must be clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

Our Decision:

Compliant

Reasons for our decision:

The childminding premises were clean, well lit and adequately ventilated. The rooms used were in a suitable state of repair and decoration.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 - Physical Environment**

4.8 - Rooms must be maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

Our Decision:

Compliant

Reasons for our decision:

The temperature of the rooms used for childminding was 19.1°C.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.12 - Where outdoor play space adjoining the premises is provided. It must be safe, secure and well maintained (see Standard 5). Where outdoor play space is not provided at the premises children are safely escorted to local parks, playgrounds or the equivalent on a regular basis.

Our Decision:

Not assessed

Reasons for our decision:

Mrs McIntosh-Thomson does not use her outside space for childminding as she prefers to take the children out to play in the community. She has written permission for such outings from parents.

Evidence Source:

Observation		Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 - Safety**

5.2 - The childminder must conduct a written risk assessment of the premises and this is reviewed if there is a significant change or if the childminder believes that it is no longer valid. A written action plan with timescales identifies action to be taken to minimise identified risks.

Our Decision:

Substantially compliant

Reasons for our decision:

Mrs McIntosh-Thomson had an action tick list of steps she takes each day to ensure her childminding area remains safe for the children. A written statement with review dates and the actions is needed to complete the risk assessment.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 – Safety**

5.8 - The childminder must ensure that there is sufficient equipment available for the needs and ages of children attending e.g. high chairs, buggies, safety gates, car seats, travel cots etc. Where parents are required to supply any of their own equipment this must be stated in the Statement of Purpose

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson provides all of the equipment used by the children at her service. This includes car seats, stair gates, buggies and so on.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 – Safety**

5.11 - Portable appliance testing (PAT) must be undertaken a minimum of every 2 years on equipment used during the hours of childminding. This is for all equipment that can be unplugged and moved and includes fridges. PAT testing must be carried out by a competently trained and certificated person.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson had a current PAT testing certificate for the appliances used during childminding. These had been tested in March this year and found to be safe to use. The testing will now not need to be done again until 2021.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 - Safety**

5.22 - Fire exits must not be obstructed, and are easily opened from the inside. Keys to locked doors and windows are placed out of reach of children but are easily accessible to the childminder.

Our Decision:

Compliant

Reasons for our decision:

The fire exits were clear on the day of the Inspection and doors to the outside were locked. The keys were available but kept out of children's reach.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 - Safety**

5.25 - Carbon monoxide detectors must be in place and maintained regularly (where applicable).

Our Decision:

Not assessed

Reasons for our decision:

Not applicable

Evidence Source:

Observation		Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 - Health**

6.7 - There must be a first aid box, the contents of which must be checked frequently for the re-stock of used items/out of date sterile items. This must be kept in an accessible place out of the reach of children. There is no legal requirement for the contents of a first aid box but the following list is a guide to what should be included a leaflet giving general guidance on first aid:

- hypo-allergenic plasters or micropore tape and melolin;
- sterile eye pads with attachments;
- individual wrapped sterile wound dressings;
- safety pins;
- crepe bandages;
- triangular bandages;
- scissors;
- saline solutions;
- diluted antiseptic solutions/ antiseptic wipes;
- blue plasters (adult use);
- disposable gloves;
- fever thermometer.

Our Decision:

Compliant

Reasons for our decision:

The first aid kit was examined and found to have all of the items listed in the guide, all of which were in date.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Health**

6.8 - The childminder must maintain an appropriate first aid qualification, which is renewed as a minimum of every 3 years, and keep the certificate.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson had a current, appropriate first aid certificate valid until November 2021.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 7 - Food and drink**

7.6 - The childminder must be aware of and comply with, regulations relating to food safety and hygiene. There must be fridge thermometers in place and temperatures must be recorded daily.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson took daily temperature readings in her fridge, these were recorded. The temperature was recorded as 2°C

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 11 – Working in partnership with parents**

11.6 - Parents must have access to all written records about their children and the service must regularly liaise with parents to ensure that records contain up to date information about their child, including signed consent forms.

Our Decision:

Compliant

Reasons for our decision:

Parents had access to their own child's records and regularly updated any information held by the childminder. Mrs McIntosh-Thomson stated that she always made time to chat to parents at the end of the day to discuss any changes with their child's information.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 12 – Safeguarding Children**

12.8 - Children must only be released from the care of the childminder to persons authorised to collect the child.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson stated that she knew most people who were named as emergency contacts to collect a child. However if she did not know an individual she said she would ask the parent for a photo to be sent to her phone and the person's registration number.

Evidence Source:

Observation		Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 13 – Documentation**

13.1 - Individual records of each child must contain:

- their full name and address;
- their date of birth;
- their photograph;
- contacts in the case of an emergency;
- GP contact;
- authorisation for outings and travel in vehicles and other appropriate permissions and parental consents;
- details of who will collect the child, including photographs where appropriate;
- known medical conditions;
- dietary requirements and preferences;
- first language/ additional language;
- any cultural needs;
- any social/emotional and/or behavioural needs;
- permission to seek emergency medical treatment or advice.

Our Decision:

Compliant

Reasons for our decision:

The children's records held all of the information required as stated above.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 13 – Documentation**

13.2 - Records must be kept of all matters affecting children attending the childminding premises, including:

- any accidents and/or incidents;
- any exclusions as a result of an infectious disease;
- any medication being administered;
- any child safeguarding concern;
- any concerns or complaints raised, including the action taken;
- any person living or likely to be living on the premises where childminding is carried out;
- changes in behaviour patterns, demeanour etc;
- all parental permissions;
- babies' bottle feeds.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson kept a record of the above when required. She had all of the parental permissions required. She had not made any medication records or accident records since the last inspection.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 13 – Documentation**

13.11 - The childminder must carry public liability insurance for the provision. The insurance must cover any circumstance of a child/children suffering harm whilst being looked after at the service, including circumstances where an allegation is made against the childminder.

Our Decision:

Compliant

Reasons for our decision:

Mrs McIntosh-Thomson held appropriate Public Liability Insurance for her service. This was valid until 25 January 2020.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations

None

The inspector would like to thank the childminder and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report or have identified any inaccuracies, please do not hesitate to contact the Registration and Inspection Unit.

Inspector: Margaret McGowan

Date: 2 December 2019

Provider's Response

From: Catriona McIntosh-Thomson

I / we have read the inspection report for the inspection carried out on **2 December 2019** and confirm that there are no factual inaccuracies in this report.

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

Or

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s)

Signed
Childminder
Date

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