



# Department of Health and Social Care

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*Rheyyn Slaynt as Kiarail y Theay*

**Isle of Man**  
Government

*Reiltys Ellan Vannin*

**The provider did not return their response within the specified time scale and consequently it has been placed on the website without their comments**

## **Regulation of Care Act 2013**

### **Childminding**

Kim Turner

### **Announced Premises Inspection**

Undertaken: 9 August 2021

### **Desk-top inspection**

Undertaken: 11 May 2021

***Registration and Inspection Team,  
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:**

Kim Turner

**Telephone No:**

253328

**Care Service Number:**

ROCA/P/0276

**Conditions of Registration:**

The registered person 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

**Date of latest registration certificate:**

1 April 2021

**Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):**

3 July 2020

9 February 2021

**Date of previous inspection:**

First inspection since registration

**Name of Inspector:**

Becci Réa

**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 Inspection report is based on the information provided as part of the pre inspection desk top analysis and the findings of the inspection visit.

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:**

None

**Number met:**

Not applicable

**Number not met:**

Not applicable

**All requirements not met will be addressed within this inspection report**

**\*Please note that any requirement carried forward for three consecutive inspections will lead to the service being served an improvement notice.\***

## 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:

Evidence was submitted to verify that the number of children being cared for at the service does not exceed the conditions of registration. The inspector was also able to verify this during the premises 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 3 – Care, Learning and Play

3.2 - The childminder must select resources and provide activities, play opportunities and first-hand experiences which allow children to build on their natural curiosity as learners, develop their language and mathematical thinking, use their imagination and develop social relationships.

#### Our Decision:

Compliant

**Reasons for our decision:**

During the premises inspection, it was observed that the children have access to a selection of age appropriate play resources and are being offered a variety of planned activities that will promote all areas of learning and development.

The childminder explained that children are taken on daily outings and that they visit tots groups, parks and go for walks.

At the end of the inspection, a child wanted to put the childminder's folder away. The childminder was observed using the opportunity to promote the child's learning and understanding. After handing the child her folder, she gave clear, age appropriate instructions in order to enable them to be able to achieve their task. At one point, the child struggled slightly but was able to use their problem solving skills and, along with perseverance and encouragement from the childminder, succeeded in putting the folder away.

**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**

4.2 - All exit doors must be secured against unsupervised exit by children but easily accessible in the case of an emergency.

**Our Decision:**

Compliant

**Reasons for our decision:**

Upon arrival, the inspector found the front door to be secure and after entering the premises, the childminder was observed locking the door by turning the thumb-lock to ensure the children could not leave the premises unnoticed.

**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:**

During the premises inspection, the temperature of the room was checked and found to be above the minimum requirement.

The childminder also had a room thermometer in place that enabled her to maintain the correct temperatures.

**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**

5.28 - The childminder must have a valid driving licence.

**Our Decision:**

Compliant

**Reasons for our decision:**

A photograph of the childminder's driver's licence was submitted as part of the desktop inspection. The details showed the licence is valid.

**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**

6.4 - The childminder must ensure that any animals on the premises are safe to be in the proximity of children and do not pose a health risk. Parents must be made aware of all animals kept on the premises and have signed their acknowledgement of this.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder and her family have a cat and suitable arrangements were in place to ensure there were no health risks to the children.

Written evidence was available to show that parents have signed their acknowledgement in regards to having been informed.

**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**

6.6 - Medicines must be stored in their original containers, clearly labelled and inaccessible to children

**Our Decision:**

Compliant

**Reasons for our decision:**

Should a child require other medication, the inspector was informed the childminder would ensure they were clearly labelled and in their original containers. Suitable arrangements were in place to ensure the medicines of minded children were stored separately from family medicines.

The childminder explained that at present, in order to help ensure the safe welfare of the children in her care and her family, she does not administer medications such as Calpol as they can mask the symptoms of Covid-19. Her policy has been updated to reflect this and parents have been informed.

**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 10 – Behaviour**

10.1 - The childminder and staff must help children to learn about what is right and wrong.

**Our Decision:**

Compliant

**Reasons for our decision:**

The Behaviour Management policy submitted as part of the desktop inspection, outlined strategies that promote positive behaviour and develop the children's awareness of right and wrong such as being consistent in handling behaviour, praise, encouragement and ensuring expectations are age appropriate.

Explanation would be used to help the children develop an understanding of how their actions may make others feel and encourage the children to begin to take responsibility for their actions.

**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**

12.2 - The childminder must have attended safeguarding training prior to registration and attend refresher training, as a minimum, every 3 years. The online option can be taken up once the full safeguarding course has been attended.

**Our Decision:**

Compliant

**Reasons for our decision:**

Evidence was available during the premises inspection to show that Safeguarding training was being maintained within the required timescale and had been recently refreshed.

**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:**

A blank copy of the form given to parents to complete prior to their child starting at the setting was submitted as part of the desktop inspection. The document was found to contain all the required information.

Completed child records were checked during the premises inspection and found to contain a photograph of each individual child

**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**

13.4 - Records relating to individual children must be shared with the child's parent/s and regular reviews of information are carried out with parents and records to be amended accordingly. Review dates must be recorded.

**Our Decision:**

Compliant

**Reasons for our decision:**

The inspector was informed that parents have access to their own child's records on request.

There was evidence available to show that reviews of information are being carried out on an annual basis.

**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**

13.8 -The Department's Registration & Inspection Team must be informed at the earliest opportunity of those matters required to be notified under Regulations 10 & 12 of the Regulation of Care(Care Services) Regulations 2013.

- Requirement to Notify DHSC of death, illness and other events;
- Notification of Change of Purpose (age ranges and additional needs etc).

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder explained that she was aware of the need to notify the Registration and Inspection Team in regards to communicable illnesses or when serious incidents occur.

Through discussion the childminder demonstrated her awareness of how to access the on-line Notification of Events form.

**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:**

Evidence was submitted as part of the desktop inspection to show that appropriate Public Liability insurance is in place.

**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**

13.12 - Where the childminder uses their car for transporting children the car insurance must cover this activity.

**Our Decision:**

Compliant

**Reasons for our decision:**

Evidence was submitted to show that appropriate vehicle insurance was in place.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	
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**Requirements:**

None

**Recommendations:**

None

**Other areas identified during this inspection /or previous requirements which have not been met.**

No other areas were identified as a result of this inspection.

At present, the garden at the premises is not included as part of the registration. The childminder is in the process of making the area suitable for children and it was agreed during the inspection that when ready, the childminder will contact the inspector in order to arrange to have the area assessed with the intention for it to be used as part of her childminding business.

A feedback poster was sent to the childminder to share with the parents and enable them to provide feedback if they wished. No feedback was received.

**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 Team.**

**Inspector:** Becci Réa**Date:** 11 August 2021

**Provider's Response**

**The provider did not return their response within the specified time scale and consequently it has been placed on the website without their comments**

**From:** Kim Turner

I / we have read the inspection report for the inspection carried out on **9 August 2021** 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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