

Inspection Report

2023-2024

Tracy MacLean

Childminder

25th 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 25th July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Tracy MacLean 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 setting is a purpose built annex with one large play room with a toilet/ shower/ changing area and a small kitchenette attached and a fridge which is exclusively for the children's use. It was well equipped, organised, light and clean. It is laid out to encourage activities and toys are readily available in boxes and on shelves for the children to choose from.

All areas were well presented and clean

The children appeared to be happy and well settled. The interactions observed between the minder and the children were appropriate for their age. The children were the focus throughout the visit and they were encouraged to interact and comforted when needed.

Tracy was aware of the children's development needs and has monthly observation records which show the development on each child. These are kept in an individual folder on the laptop and record things such as jumping, forward rolls, walking, socks and shoes on /off and her observations regarding milestones for the children. These are updated monthly and dated. The laptop is password protected and used exclusively for the childminding records.

Tracy'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

"I am incredibly happy with the childcare provided by Tracy. [...] is not my first child, and the care that Tracy provides is the best child care I have experienced. She treats the children like her own, takes them on lots of fun trips, really helps with their developmental targets, is

approachable, caring and all-round the perfect child minder. There is nothing I can recommend to improve Tracy's care. "

"I have highly recommended Tracy to other expecting mums"

"I couldn't have chosen a better person to help me raise my little boy and I will be forever grateful to have had her in our life. Anyone that manages to have Tracy as their childminder is genuinely so incredibly lucky"

"She's not afraid to be silly with them and I love that she gives the kids autonomy over what they want to do with their day. She really does go above and beyond for the kids in her care "

"Tracy gives continuous feedback on my Son, we get updates during the day, at collection and drop off, and lots of photographs in the evening showing what they have been up to during the day"

About the service

Tracy 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

Tracy lives in Onchan and has been a registered childminder for many years. The areas of the premises used for childminding is a purpose built ground floor annex which is exclusively for the children's use. It comprises of one large play room with a toilet/ changing area and a small kitchenette.

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 5th May 2023 We visited the service on 25th 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 Tracy

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 doesn't require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

Tracy has policies and procedures in place to ensure that all resources, toys and the premises were inspected and cleaned on a daily basis.

All areas were clean and in good repair. The kitchenette had some non-perishable snacks stored on shelves, these were in date and sealed as required, all surfaces were wipe clean and tidy. All children had their own lunch bags/boxes which were kept on separate shelves in the fridge; fridge temps were checked and recorded daily all were below 5C. There was thermometer in the fridge which indicated that temps were in the safe zone at the time of the inspection. Tracy has undertaken Food safety training.

All children had their own bottles for water/juice and these were kept separate. They were cleaned daily or after each use.

All children bring a bag each day with their own nappies and clean clothes. These are hung up on pegs for their individual use; there were also some spare nappies and wipes held in the toilet changing area for emergencies. The changing area was clean with no signs of staining/dirt. The changing mat was clean and in good repair. All items are kept on shelves out of the reach of children. There was hand-wash and hand gel available, cleaning sprays were available.

There is an exclusion policy is on place regarding illness.

Assessing Risk, Safety monitoring and management

Risk assessments had been carried out for the premises and the activities undertaken by the childminder. These were held on the computer and were effective with actions required to ensure risks to the children were minimised. They was dated evidence that they had been reviewed and a forward review date showed that they were reviewed annually.

Safeguarding training was up to date and a Safeguarding policy was in place.

All records were stored securely on a password protected device.

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

Tracy is an experienced childminder who promotes learning through play. She allows the children to develop at their own pace whilst recognising the different age related development milestones.

During the inspection Tracy was continually observing and engaging with the children. She ensured that the activities were age appropriate for both children being minded. During the inspection the children were able to choose their toys and activities in an informal way. There was a wide selection of appropriate toys and resources available from which the child could choose.

Various activities may be planned for the day depending on the needs and ages of the children and the weather. The children are encouraged to have a choice in what they are going to do with choices such as outings to the park, beach, train, museum being offered.

Daily observations and development assessments of the children are held on a laptop which is password protected, these were detailed and precise. The daily report included photos which were sent to the parents to inform them of what their child has been doing that day. Monthly observation records showing development milestones for each child were held in a separate folder on the laptop, these include informal development such as jumping and forward rolls as well as more formal development milestones such as walking, taking socks and shoes on /off. These are updated monthly and dated.

Tracy knows the development stages and if she had concerns she would monitor it whilst discussing it with the parents. She would work with them on any support needs identified. She would recommend they seek further advice from professionals if she was overly concerned.

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.

Information from parents re likes /dislikes and preferences are on the children's records. This is in place before the child starts and is updated regularly, the updates were noted and dated.

Throughout the visit the interactions observed between the minder and the children were appropriate for their age. The children were the focus throughout the visit and they were encouraged to interact and were comforted when needed. The childminder remained engaged with the children during the visit despite my presence.

The children responded well to the minder who was caring but firm when needed, she was also reasonable in her actions to protect the children when she thought that they might be in danger i.e. gently removing them when climbing onto furniture and the window ledge.

Maintaining children's privacy, dignity and independence respected.

The parents have access to the confidentiality policy; it is clear in here who may have access to their child's records; R&I, safeguarding. Policies were dated and reviewed. Parents sign and date that they have seen these in their contract.

Consents and permissions are in the initial contract but there is also a separate sheets in the children's folders with permission to take and use photos.

Records held on the laptop include attendance records, monthly record, policies, H&S records risk assessments. The children's folders are in paper format in folders and they are kept on a shelf during the day for access and locked in a cupboard when not in use.

We discussed the retention policy of 10years; all records are securely destroyed after this time.

Personal care, nappy changes are completed in the adjoining room which allows privacy whilst allowing the childminder to remain aware of what is happening in the main area.

During the visit the children were observed being encouraged to play freely and to choose the toys and books they wanted to use

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 comprehensive records held on each child including dairy notes for daily activities and a monthly report on each child showing the development milestones for that month. discussed

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.

Activities tend to be planned daily but they usually have an outing in the mornings and then quiet free-play in the afternoons. The activity depends on weather and children’s preferences and choices but are varied and include parks, beach, museum and the library.

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; activities would be amended, if needed, to reflect different needs. Tracy stated that she would have discussions with the parents and try to include family specific customs if there were cultural needs highlighted. Tracy said that she encourages the children to have a positive attitude towards cultural differences.

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.