



Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Childminding

Emma Henthorn

Announced Inspection

Announced Premises Inspection

Undertaken: 27 September 2021

Desk-top inspection

Undertaken: 19 April 2021

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

Contents

Part 1: Service information

Part 2: Descriptors of performance against Standards

Part 3: Inspection Information

Part 4: Inspection Outcomes and Evidence and Requirements

Part 1 - Service Information for Registered Service

Name of Service:

Emma Henthorn

Telephone No:

07624 452931

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Care Service Number:

ROCA/P/0041

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 2021

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

None

Date of previous inspection:

10 July 2019

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 numbers and ages of the children being cared for at the service does not exceed the conditions of the childminder's 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:

There was a dedicated playroom for childminding that was set out to accommodate and support the children in their play and learning.

The room was well equipped with play resources, arts and craft materials and child sized table and chairs. All play resources were observed to be age appropriate, stimulating and easily accessible to ensure the children could select and become involved in their own activity. There were also resources available ready for the children's next stage of development.

The childminder was observed supporting and encouraging the children in their play by asking open questions and giving clear, age appropriate answers, instructions and explanations throughout.

During the premises inspection, the childminder discussed the activities, outings and experiences the children participate in. The children are taken on outings to local parks, the beach, the forest and places of interest such as Rushen Abbey. They also have use of the large garden at the rear of the premises.

Comments received on the parental feedback forms stated that the childminder 'has always provided fun and educational activities in line with *** age and stage.' Another parent wrote that 'every day our *** goes on new adventures, whether that's trips out or play and craft opportunities at the house.'

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:

When arriving at the premises, the inspector found the front door to be locked. The inspector observed that the childminder re-locked the door using the thumb lock after the inspector had entered the premises.

To further ensure the children were unable to leave the premises without the childminder seeing, a safety gate was placed in the doorway of the playroom.

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 playroom was taken during the premises inspection and found to be above the minimum requirement.

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:

Evidence was submitted as part of the desktop inspection that showed a valid licence is held.

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:

Not assessed

Reasons for our decision:

There were no pets at the setting therefore this criteria was not assessed.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

Not applicable

Recommendations:

Not applicable

**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:

The childminder explained that when a child brings in medication, it is kept in their bag and stored out of the 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 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:

Throughout the inspection the childminder was observed developing the children's awareness of right and wrong.

The children were praised and encouraged as they played and, when required, age appropriate explanations were given in order to help the children understand why something should or shouldn't be done.

There were clear boundaries in place and the childminder was observed to be a positive role model who was consistent in her approach.

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:

Partially compliant

Reasons for our decision:

The childminder had refreshed her training on-line in April 2021. Unfortunately the training undertaken refers to UK legislation so will need to be re-done and this was discussed during the inspection.

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 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 copy of the blank 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.

During the premises inspection, the inspector was able to confirm that all individual child records contained a photograph.

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 and that reviews of information are carried out every six months. Evidence was available to show that all records have been reviewed.

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 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 available to show that current Public Liability insurance was 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 as part of the desktop inspection to show that appropriate vehicle insurance was in place.

Evidence was seen during the premises inspection that confirmed the policy had been renewed.

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.

Standard 5.23

Evidence seen during the premises inspection showed that tests on the smoke alarms are being carried out on a monthly basis. Prior to the last lockdown weekly tests were being undertaken. The need to resume testing the smoke alarms on a weekly basis was discussed during the inspection.

A feedback poster was emailed to the childminder after the inspection to enable her to share with the parents so they could give their views about the service being provided. All comments received were positive and one parent wrote 'My ***** feels safe, loved and has benefited developmentally from the care *** has been afforded.' Another wrote that the childminder 'goes above and beyond.'

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

One

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: 28 September 2021

Provider's Response

From: Emma Henthorn

I / we have read the inspection report for the inspection carried out on **27 September 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

Emma Henthorn
8th November 2021