Regulation of Care Act 2013

Childminding

Catherine Earl

Announced Inspection

4 September 2018
Contents

Completing and returning your report

To complete your report form, enter text by clicking on the box, use the tab key to move to the next box.

1. Provider’s action plan and response
   a. Add details of your actions to complete the requirements/recommendations (if applicable)
   b. Confirm you have read and agree/disagree the contents of the report by clicking on the appropriate box
   c. Sign (type name when returning electronically) and date

2. Return your report to randi@gov.im within 4 weeks

3. Do not use any other method e.g. links to Cloud or other file sharing services

Part 1: Service information
Part 2: Descriptors of performance against Standards
Part 3: Inspection Information
Part 4: Inspection Outcomes and Evidence and Requirements
Part 5: Provider’s action plan and response
Part 1 - Service Information for Registered Service

**Name of Service:**
Catherine Earl

**Tel No:**  (07624) 420646

**Care Service Number:**
ROCA/P/0032

**Address:**
53 Y Vaarney Yiarg
Castletown
IM91HZ

**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 2018

**Date of any additional regulatory action in the last inspection year (i.e. improvement measures or additional monitoring):**
None

**Date of previous inspection:**
21 September 2017

**Number of children present at the time of the inspection:**
Five

**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.

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.

**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.
# 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.

Inspections are generally themed, concentrating 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, safe and compassionate.

<table>
<thead>
<tr>
<th>No</th>
<th>Standard</th>
<th>Requirements/recommendations from previous inspection</th>
<th>Met/not met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3.5</td>
<td>The childminder must observe and record what children do and use their observations to plan the next steps for the children’s play, learning and development. <strong>Immediate</strong></td>
<td>Met</td>
</tr>
<tr>
<td>2</td>
<td>5.26</td>
<td>Parents must agree in writing the method of control used whilst walking e.g. hand holding, wrist straps etc. <strong>By 21 October 2017</strong></td>
<td>Met</td>
</tr>
<tr>
<td>3</td>
<td>13.1</td>
<td>The childminder must add to her child information records the following: Does the child have:- First language/additional languages Any cultural needs Any social/emotional and/or behavioural needs <strong>By 21 October 2017</strong></td>
<td>Met</td>
</tr>
<tr>
<td>4</td>
<td>13.4</td>
<td>The childminder kept a register of attendance for the children; she must add the dates of birth of each child to this. <strong>By 21 October 2017</strong></td>
<td>Met</td>
</tr>
<tr>
<td>5</td>
<td>2.4</td>
<td>In order to know the ages of children being minded, the register needs to show the dates of birth of each child. <strong>By 21 October 2017</strong></td>
<td>Met</td>
</tr>
</tbody>
</table>
**Part 4 - Inspection Outcomes, Evidence and Requirements**

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

**Standard 1 - Suitable person**

1.8 Where possible, the childminder and any staff requiring an enhanced level of check to the update service offered by the DBS at the time of their initial application. If this option is not taken up then the individual must have a renewed check at an interval of not more than 3 years.

**Our Decision:** Compliant

**Reasons for our decision:**
Mrs Earl has a current Disclosure and Barring check in place, however this is due for renewal in October 2018. Mrs Earl already has the forms required to do this and must ensure it is carried out by that date.

**Evidence Source:**
- Observation ✅
- Records ✅
- Feedback ✅
- Discussion ✅

**Requirements and Recommendations**
None

**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 Earl keeps a diary which she uses as a register. This register holds the names and dates of birth of each child using the childminding service and their times of attendance. On examination it was clear that Mrs Earl did not exceed the number of children she is registered for.

**Evidence Source:**
- Observation ✅
- Records ✅
- Feedback ✅
- Discussion ✅
Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 2 - Organisation
2.6 Where childminders visit other childminding premises to socialise, each childminder is responsible for their own children only and the space must be adequate for the numbers of children being cared for at any one time. Parents’ written permission must be obtained for such outings.

Our Decision: Compliant

Reasons for our decision:
Through discussion with the Inspector, Mrs Earl was able to give a satisfactory explanation as to how she managed to supervise the children she is responsible for when attending playgroups.

When parents were asked in a questionnaire if they were “confident with the provider who cares for their child”, those who completed the form said they “Strongly Agree”.

Parents gave written permission for their child/children to take part in the outings.

Evidence Source:

Requirements and 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:
The front door was locked when the Inspector arrived for the inspection visit, it was locked during the visit and after the Inspector left.

Mrs Earl said she kept the doors locked at all times when childminding.

Evidence Source:

Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 - Safety
5.26 The childminder must ensure that children are supervised appropriately when out walking, attending parks and other activities and that any associated risks are considered and managed appropriately. Parents must agree in writing the method of control used whilst walking e.g. hand holding, wrist straps etc.
Our Decision: Compliant

Reasons for our decision:
Mrs Earl was able to satisfy the Inspector that she was able to supervise the children at all times when out in the community by choosing activities that all the children can take part in and keeping them with her always.

Children who might walk off wear reins when out walking, this is agreed in writing with parents on their child’s information record.

Evidence Source:

| Observation | Records | ✓ | Feedback | Discussion | ✓ |

Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 5 - Safety
5.30 Children must not be left unattended in a vehicle.

Our Decision: Compliant

Reasons for our decision:
Mrs Earl explained how she loaded and unloaded the children safely from the car, so as not to leave any child in the car unattended. The system she used was safe and satisfactory.

Mrs Earl stated that she put fuel in the car at the weekends or in the evenings when she had no minded children.

Evidence Source:

| Observation | Records | Feedback | Discussion | ✓ |

Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 - Health
6.2 Toys and play resources must be cleaned regularly.

Our Decision: Compliant

Reasons for our decision:
Mrs Earl stated that she cleaned the toys once per week. If a child put a toy in their mouth she said she cleaned it daily.

Evidence Source:

| Observation | Records | Feedback | Discussion | ✓ |

Requirements and Recommendations
None
### Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)

#### Standard 6 - Health

6.6 The registered person must have a clear policy, which is discussed with parents, about medicine administration.

If medicine is to be given the policy must include the following:
- medicines must be stored in their original containers, clearly labelled and inaccessible to children;
- medicines are not usually administered unless they have been prescribed for that child by a doctor; in circumstances where over the counter medications are administered the reasons and instructions on dosage and frequency must be fully recorded;
- the parent must give prior written permission to administer any medication;
- written records must be kept of all medicines administered to children, and parents must sign the record book to acknowledge the entry;
- if the administration of prescription medicines requires technical/medical knowledge then individual training must be provided to the childminder from a qualified health professional. Training must be specific to the individual child concerned;
- where a child attending has a specific medical condition that requires the administration of medication, the childminder must ensure they have a sound understanding of the condition and the medicine they are required to administer;
- childminders must only administer children’s own supply of medicines, including over the counter medicines such as Calpol. The initial dose of any medicine must be administered by the child’s parent in case of a reaction to the medicine. Parents must sign to confirm this has been done.

#### Our Decision:
Compliant

#### Reasons for our decision:
Mrs Earl had a full medication policy which gave the reader a clear understanding of her responsibilities in regard to storing, recording and administering medication.

Following that policy Mrs Earl stored any medication in a safe place and only used medication issued to a particular child.

Where a child has a particular health condition, Mrs Earl stated that she had a good relationship with the parents who kept her well informed of any issues. She would be able to speak to health professionals if that was also required.

Mrs Earl was using an appropriate form to record medication administered.

**Evidence Source:**

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<th>Observation</th>
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</thead>
</table>

#### Requirements and Recommendations
None

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

#### Standard 9 - Additional Needs (including special educational needs and disabilities)

9.5 The childminder must consult with parents about the need for any additional services and equipment for the children in their care and with parental permission, liaise with other professionals.

#### Our Decision:
Compliant

#### Reasons for our decision:
Mrs Earl has a comprehensive additional needs policy.

The Inspector was able to examine evidence of good communication between parents who have children of all abilities.

Mrs Earl stated that she could have access to professional advice if that was what was required.

One parent who completed a questionnaire stated that “….. somehow manages to structure games and tasks so that all children are included and are learning”

**Evidence Source:**

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</table>

**Requirements and Recommendations**

None

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

**Standard 10 - Behaviour**

10.5 The childminder must have the knowledge and skills to understand reasons for certain behaviours and be able to discuss this with the parent in order to agree a suitable behaviour management plan.

**Our Decision:**

Compliant

**Reasons for our decision:**

Mrs Earl has a policy on managing behaviour and stated that parents were consulted at the start of their child’s placement, to agree methods used to manage the child’s behaviour.

**Evidence Source:**

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**Requirements and Recommendations**

None

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

**Standard 11 - Working in partnership with parents**

11.9 Written contracts between the childminder and the parent must be in place that clearly outlines the expectations of both parties. These must be reviewed/updated regularly.

**Our Decision:**

Compliant

**Reasons for our decision:**

Contracts which clearly explained the responsibilities of both parents and childminder were in every child’s file, each contract had a review date.

**Evidence Source:**

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</table>
**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:**
All of the information required in this standard was recorded in each child’s file.

**Evidence Source:**

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**Requirements and Recommendations**
None

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**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 Earl held appropriate Public Liability Insurance valid until 10th July 2019.

**Evidence Source:**

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<tr>
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**Requirements and 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:**
Mrs Earl held appropriate vehicle insurance for her business which was valid until 10th August 2019.

**Evidence Source:**

<table>
<thead>
<tr>
<th>Observation</th>
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<th>Feedback</th>
<th>Discussion</th>
</tr>
</thead>
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**Requirements and Recommendations**
None

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

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

**Inspector:** Margaret McGowan          **Date:** 6 September 2018
Part 5 - Provider’s action plan and response.

The provider must complete this page in respect of all the requirements made within the report.

Requirements and Recommendations

Provider’s Action Plan
Click here to enter text.

To: The Registration and Inspection Unit, Ground Floor, St George’s Court, Hill Street, Douglas, Isle of Man, IM1 1EF

From: Catherine Earl

I have read the inspection report for the announced inspection carried out on 4 September 2018 and 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).

☒

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

☒

Or

I am 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)

☐

Please return the whole report which includes the completed action sections to the Registration and Inspection Unit within 4 weeks from receiving the report. Failure to do so will result in your report going on line without your comments.

Signed
Childminder Name Catherine Earl
Date 13 September 2018

Action plan/provider’s response noted and approved by Inspector:
Date: 18 September 2018  Signature/initials: Margaret McGowan