Isle of Man Government
Reiltys Ellan Vannin

Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay

Regulation of Care Act 2013

Childminding

Michelle Croft

Announced Inspection

17 July 2018

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

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: **Tel No:** (07624) 432315
Michelle Croft

Care Service Number:
ROCA/P/0031

Address:
31 Maghergarran
Port Erin
Isle of Man
IM9 6BZ

Conditions of Registration:
The registered person must not look after more than 4 (four) children on the premises at any one time under the age of eight years, including the childminder's own children
Of these 4 (four) 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:
13 June 2018

Number of children present at the time of the inspection:
Two

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.

No	Standard	Requirements/recommendations from previous inspection	Met/not met
1	3.6	To use observations to create a plan for the child's development. Immediate	Met
2	5.24	To have regular emergency evacuation drills and record dates. To be completed by 13 July 2017	Met
3	5.25	To install a carbon monoxide detector. To be completed by September 2017	Met
4	5.26	To get parental permission on how to support their child when out walking. To be completed by 14 August 2017	Met
5	6.8	To hold a current first aid certificate. To be completed by 13 July 2017	Met

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 Croft had a DBS check carried out in 2015; this will need to be renewed later this year. Mrs Croft will receive notification of this from the Registrations and Inspection Unit.

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 Croft kept a daily diary to record the attendance of the children to her childminding service. This was evidence that at no time did she exceed her registration limit.

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 childminder it was established that she was fully aware of her responsibilities when taking the children to community facilities. Parents gave written permission for such outings.

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 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 on arrival and locked while the inspection was being carried out. The keys were kept close to the door and out of reach of the 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 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:
Again through discussion it was evident that Mrs Croft knew she was fully responsible for the children in her care when out in parks etc. Parents had given written agreements as to how their child should be supported when out walking, for example holding Mrs Croft's hand or using reins.

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: Not assessed

Reasons for our decision:
Mrs Croft does not use her vehicle when childminding.

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 Croft stated that she cleaned the toys thoroughly every month. This would also be done daily if there was a young child who put the toys in their mouth.

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 Croft had parental permission in writing from parents to give their child medicine if required. The forms she used asked parents to confirm that they have given the initial dose and that there had been no adverse reaction.

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 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: Not assessed

Reasons for our decision:
Mrs Croft was not minding a child with additional needs. There was an appropriate policy in place should she be asked to do this.

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 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 Croft had an appropriate policy on managing behaviour. This was shown to parents before their child's placement began and parents were at that time given the opportunity to discuss any concerns.

Parents who replied to a feedback questionnaire stated that they "Strongly agree" that they can talk to Mrs Croft about any concerns regarding their child.

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 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:
Mrs Croft issued contracts to each parent which clearly stated each party's responsibilities within her childminding service. These contracts were reviewed annually.

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 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:
Mrs Croft kept good records for each child in her care, each record contained all of the relevant information as stated in the standard. These were all up to date and ready for inspection.

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 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 Croft held appropriate Public Liability Insurance for her childminding service. This was valid until November 2018.

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

Our Decision: Not assessed

Reasons for our decision:
Mrs Croft does not use her car when childminding.

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)
Other areas identified during this inspection / Or previous requirements which have not been met.
Standard 12.2
The childminder must attend safeguarding training prior to registration and attend refresher training every 3 years.

Our Decision: Non-compliant

Reasons for our decision:
Mrs Croft last completed an online refresher in February 2015. She must complete this refresher course online as soon as possible and send a copy of the certificate to the inspector so that it may be saved in her records.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓

Requirements and Recommendations
One

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 identify any inaccuracies, please do not hesitate to contact the Registration and Inspection Unit.

Inspector: Margaret McGowan **Date:** 15 August 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
Standard 12.2
To complete the online Safeguarding Refresher course and send a copy of the certificate to the inspector.

Timescale: Immediate

Provider's Action Plan
High speed training

Child protection course refresher was completed on 28/8/2018. Copy of the certificate was sent in.

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

From: Michelle Croft

I have read the inspection report for the unannounced inspection carried out on **17 July 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 **Michelle Croft**
Childminder Name Click here to enter text.
Date 23/10/2018

Action plan/provider's response noted and approved by Inspector:
Date: 25 October 2018 **Signature/initials:** Margaret McGowan