



Department of Health and Social Care

Rheygn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Childminding

Michelle Croft

Announced Premises Inspection

Undertaken: 28 April 2021

Desk-top inspection

Undertaken: 14 June 2021

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Part 1 - Service Information for Registered Service

Name of Service:

Michelle Croft

Telephone No:

432315

Care Service Number:

ROCA/P/0031

Conditions of Registration:

The registered person must not look after more than 4 (four) children at any one time under the age of 8 (eight) years, including the childminder's own children

Of these 4 (four) 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):

None

Date of previous inspection:

6 November 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:

One

Number met:

One

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, a wide variety of play resources were seen to be available to the children and the childminder discussed what activities, outings and experiences the children participate in. All activities were well planned and resourced.

All resources were easily accessible to the children and were observed to be age appropriate and stimulating.

The childminder was observed supporting and encouraging the children in their play. Open questions, using age appropriate language were being asked in order to encourage the children's learning.

As the childminder does not drive, the children are taken on bus rides for outings further afield and the inspector was informed they all seem to enjoy this.

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 door to be locked. After entering the premises, the inspector observed the childminder re-locking the door and placing the key in an accessible place, out of the reach of the children.

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 room was checked during the premises inspection and found to be the required range.

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:

Not assessed

Reasons for our decision:

As the childminder does not drive, 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**
6.4 - 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:

Children’s medication was observed to be stored in their named bags, which were stored out of the reach of the children.

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 children present at the time of the premises inspection were fully engaged in their play and, as well as interacting with them as they played, the childminder praised and thanked them for being so good whilst she was talking to the inspector.

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 promote a positive self-image.

Explanation would be used to help the children develop an understanding of how their actions may make others feel and encourage the children as they grow, 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:

The children's records were checked during the premises inspection and found to contain all the required information.

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 are able to see their child's records at any time.

There was evidence to show that all information had been recently 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.

Discussion was had in regards to completing the Notification of Events form available on-line to ensure the most current version of the form is being used.

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 during the desktop inspection that confirmed the appropriate 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:

Not assessed

Reasons for our decision:

This criteria was not assessed as the childminder does not transport children in a vehicle.

Evidence Source:

Observation		Records		Feedback		Discussion	✓
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Requirements:

Not applicable

Recommendations:

Not applicable

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.

A feedback poster was left with the childminder to share with the parents of the children in her care to enable them to provide feedback if they wished to. 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: 18 June 2021

Provider's Response

From: Michelle Croft

I / we have read the inspection report for the inspection carried out on **18 June 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

M. Croft
Michelle Croft
21/07/2021