

Inspection Report

2023-2024

Paula Skinner

Childminder

26 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 26 July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Paula Skinner 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

Paula had built good relationships with parents, which was clear from the parental feedback comments.

She understood the needs, likes and dislikes of each of the children. And each child's personal routine was being met.

The children appeared to be happy and settled. They were happy to sit with and interact positively with Paula.

The following are comments from parents of minded children

'Paula is very easy to communicate with and she will always inform us of any situations, **** has settled beautifully with Paula which gives us as parents such peace of mind knowing **** is happy and enjoys going to Paula's each day'

'we find Paula to be a fantastic child minder and would highly recommend her'

'She's very flexible with her hours and seems to be great with my **** and providing updates whenever I message'

'She was recommended to me by a lot of people and I can honestly say, I am so happy for my **** to be in her care. A real credit to the North for her childcare'

About the service

Paula must not look after more than 4 (four) children at any one time under the age of 8 (eight) years, including her own children

Of these 4 (four) children:

No more than 2 (two) children must be under the age of 1 (one) years

No more than 3 (three) children must be under the age of 5 (five) years

Paula has been a registered childminder for 15 (fifteen) years. She lives in Ramsey and is a non-driver. But uses prams/ buggies to transport children. All childminding rooms/ activities are based on the ground level of the premises.

Notice of Inspection

This announced inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 26 June 2023. We visited the location's office/service on 26 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.

Parental questionnaires were sent out to parents of minded children.

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.

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 does not require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

Paula had a daily routine of cleaning toys and resources, for example, highchairs were cleaned every time after being used and any were washed or sprayed cleaned with an antibacterial spray. Paula was aware of good hygiene practices, that included cleaning children's hands and faces and washing toys regularly, in particular any items a child placed near their mouth. The areas used for childminding purposes were clean and suitable for use. Children's lunch boxes were supplied with an ice pack for any perishable food products.

There were policies for example; 'exclusion of infectious illness', that ensured parents were aware that children with an infectious illness did not attend the service, this was to prevent the spread of an infection.

Children's records and files were stored in a secure area.

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

Paula was aware of the individual needs and stages of a child’s development. She had resources and toys to cater for the different age range of children that she provides care. We discussed promoting and developing children’s skills and learning. Paula understood that children learned and grew at their own pace and would provide the support needed to develop a child’s confidence and abilities towards reaching educational milestones. Paula stated that she felt comfortable discussing any concerns (if she had any).

Parents are requested to provide information about their child’s individual needs likes and dislikes. This enables Paula to ensure that she provides appropriate support to promote the child’s development and learning. Parental feedback states; ‘my **** development has improved so much since being there and I can see from drop offs, pick-ups and daily pictures and videos I receive **** is well cared for’.

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.

There were two minded children present during the inspection. Paula was aware of their individual needs and abilities. She supervised both children at all times and ensured they received equal attention. One child was tired and needed to sleep, Paula ensured that she settled the child appropriately until they went to sleep. The other child was in close proximity at all times. Both children appeared to be happy and comfortable in the presence of Paula.

Maintaining children's privacy, dignity and independence respected.

Paula understood the need to provide privacy and dignity for children. She was able to demonstrate enabling children to be independent in a safe and appropriate manner. Toys had been made easily accessible to the children and age appropriate. One child was observed taking their own shoe off and attempting to take off their sock. Paula watched the child and encouraged them to keep trying and giving praise.

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 require an improvement in this area.

This service was found to be responsive.

Delivering personalised care

Parents of the minded children were requested to complete a record of information about their child to provide information to support and identify individual needs for each child. This information includes any medical conditions, dietary requirements and/or additional needs. Three children’s records were checked and all contained the relevant information with the exception of one.

Paula stated that she gave a verbal handover to parents when they collected their child, parental feedback confirmed this. She also sent ‘text’ messages and photos to parents from her phone. To comply with ‘GPDR’ (General Data Protection Regulation), Paula must register with the ‘Isle of Man Information Commissioner’ to continue to use this method of providing information to parents.

We discussed how she planned activities for the children. Paula explained that every day was different, and that she would rotate the toys and plans were flexible should circumstances change for example weather conditions.

Action we require the provider to take

Key areas for improvement

- Paula must register with the Isle of Man Information Commissioner

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.