



Department of Health and Social Care

---

*Rheyyn Slaynt as Kiarail y Theay*

**Isle of Man**  
Government

*Reiltys Ellan Vannin*

## **Regulation of Care Act 2013**

### **Childminding**

Janet Thom

### **Announced Inspection**

Date: Desk Top 13 April 2021

Premises 5 May 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:**

Janet Thom

**Telephone No:**

466677

**Care Service Number:**

ROCA/P/0014

**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 (two) children must be under the age of one year

No more than 3 (three) children must be under the age of 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:**

12 November 2019

**Name of Inspector:**

Jenny Percival

**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 and recommendations from last inspection:**

One requirement and one recommendation

**Number met:**

Both

**Number not met:**

None

**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:**

There were three minded children present. The childminder was working within the restrictions of her registration.

**Evidence Source:**

Observation	✓	Records	✓	Feedback		Discussion	✓
-------------	---	---------	---	----------	--	------------	---

**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:**

The childminder was providing activities and play opportunities that encourage the children to build on their natural curiosity, develop language and physical skills, promote their aesthetic

awareness, use their imagination, promote early mathematical understanding, and develop social skills.

There was a wide variety of age appropriate toys to support the childminders business.

The children were finishing their snack when the inspector arrived. They then played on the floor with the toys and made choices of what they wanted to do. The childminder supported the children through play by playing alongside them and encouraging them to talk about what they were doing by asking open questions and listening to them.

The childminder goes on outings to the beach and glen.

**Evidence Source:**

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
-------------	---	---------	---	----------	---	------------	---

**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:**

Exits were secured, with the keys to the relevant doors in close proximity in case of an emergency.

**Evidence Source:**

Observation	✓	Records		Feedback		Discussion	✓
-------------	---	---------	--	----------	--	------------	---

**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 room temperature was above 18°C.

**Evidence Source:**

Observation	✓	Records		Feedback		Discussion	
-------------	---	---------	--	----------	--	------------	--

**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:**

The childminder submitted her driving licence, this was valid and current.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

**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:**

Compliant

**Reasons for our decision:**

The childminder stated that she does have a pet cat that stays either outside or in a different room than the children. The childminder had made reference to any pets within the parental contracts.

**Evidence Source:**

Observation	✓	Records	✓	Feedback		Discussion	✓
-------------	---	---------	---	----------	--	------------	---

**Requirements:**

None



**Recommendations:**

None

**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:**

Not Assessed

**Reasons for our decision:**

None of the children required any medication.

**Evidence Source:**

Observation		Records		Feedback		Discussion	✓
-------------	--	---------	--	----------	--	------------	---

**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 childminder had submitted her behaviour management policy. This set out guidelines of how to manage behaviour which in turn helps a child to learn right and wrong.

The childminder praised each of the children and guided them appropriately through play.

**Evidence Source:**

Observation	✓	Records	✓	Feedback		Discussion	
-------------	---	---------	---	----------	--	------------	--

**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:**

The childminder had completed her safeguarding children training. This was valid and current and lasts for three years from the completion date.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

**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:**

Children’s records were complete with all of the above listed criteria.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	✓
-------------	--	---------	---	----------	--	------------	---

**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 childminder had stated that she share’s the children’s record with their parents. The records were complete with amendments and review dates.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	✓
-------------	--	---------	---	----------	--	------------	---

**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 inspector discussed the above requirement and the areas of notifications that must be adhered to if any events occur.

**Evidence Source:**

Observation		Records		Feedback		Discussion	✓
-------------	--	---------	--	----------	--	------------	---

**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:**

The childminder submitted her public liability insurance. This was valid and current.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

**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:**

The childminder submitted her vehicle insurance. This was valid and in current.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

**Requirements:**

None

**Recommendations:**

None

**Other areas identified during this inspection /or previous requirements which have not been met.**

1. Standard 5.11 any electrical portable appliances used must be PAT tested at a minimum of every 2 years.  
There was one item in use that had not been tested.

**Evidence Source:**

Observation		Records		Feedback		Discussion	✓
-------------	--	---------	--	----------	--	------------	---

**Requirements:**

One

**Recommendations:**

None

The inspector provided information for the parents with the childminder, so that they could contact the inspector if they wanted to provide any feedback.  
There was no feedback received.

**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:** Jenny Percival

**Date:** 6 May 2021

---

**Provider's Response**

**From:** Janet Thom

I / we have read the inspection report for the inspection carried out on **13 April and 5 May 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**

Janet Thom  
24/06/2021