



Department of Health and Social Care

Rheyynn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Childminding

Claire Parker

Announced Inspection

3 April 2019

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

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Part 1 - Service Information for Registered Service

Name of Service:

Claire Parker

Telephone No:

07624 383195

Care Service Number:

ROCA/P/0260

Conditions of Registration:

The registered person must not look after more than 6 (six) children at any one time under the age of 8 (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 1 (one) years

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

Date of latest registration certificate:

1 April 2019

Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):

None

Date of previous inspection:

First inspection since registration

Name of Inspector(s):

Becci Rea

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 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:**

None

Number met:

Not applicable

Number not met:

Not applicable

All requirements not met will be addressed within this inspection report

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

All adults looking after children or having unsupervised access to them must be suitable to do so.

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker became a registered childminder in 2018. As part of the registration process Mrs Parker underwent a variety of checks in order to ensure she was suitable to care for children.

An enhanced Disclosure and Barring Service (DBS) check was carried out on Mrs Parker and all persons aged 16 and over living on the premises and the outcomes were clear. Mrs Parker signed up to the on-line update service and this enabled the inspector to carry out a check prior to the inspection to ensure there were no issues that could affect Mrs Parker's suitability to care for children. The on-line checks confirmed that there was no information identified since the certificate was issued.

All Childminder Induction talks have been attended as well as first aid and Safeguarding children training.

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 2 - Organisation

The childminder must meet the required adult:child ratios, ensure that training and qualifications requirements are met and organise space and resources to meet the children's needs effectively.

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker holds a Caché Level 3 Diploma in Children's Care, Learning and Development and a Level 3 Diploma in Home Based Childcare and has worked as a children's nanny for a number of years. This means she has the experience, knowledge and skills to provide a good standard of care for the children she was minding.

Mrs Parker is registered to provide care for six children under the age of eight years. On the day of inspection there were two children present. Attendance registers showed that the adult-child ratios have been adhered to on other days.

Mrs Parker stated she understood that the children are her sole responsibility.

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**

The childminder must meet the children's individual needs and promote their holistic development.

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker is carrying out regular observations on the children and these were available in their files. The observations are being used in order to plan for the next steps and the children's learning and development.

All resources were easily accessible to the children and were observed to be age appropriate and stimulating. Mrs Parker was observed supporting the children in their play and was promoting all areas of learning through play.

The daily routine was organised to ensure children are able to relax or participate in quiet activities.

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**

The premises must be safe, secure and suitable for their purpose.

Our Decision:

Compliant

Reasons for our decision:

The rooms used for childminding were observed to be clean, well-lit and in a very good state of decoration and repair.

All exit doors to the premises were secure to prevent unauthorised entry into the home as well as ensuring children could not leave without Mrs Parker's knowledge.

Room temperatures were checked and found to be above the minimum requirement of 18°C.

Sleeping children are accommodated in accordance to their individual needs. As many children are happy to sleep in prams, Mrs Parker has two 'lie-flat' prams available.

Mrs Parker had appropriate arrangements in place for nappy changing and there were downstairs toilet facilities available. Potties and step-ups were available should they be needed.

The kitchen was observed to be in very good order. It was clean, well-organised and conformed to environmental health regulations.

There was a paved garden to the rear of the property that was observed to be safe and well-maintained.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

<p>Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 5 - Safety</p>
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<p>The childminder must take positive steps to promote safety within the setting and on outings and ensure proper precautions are taken to prevent accidents.</p>

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker had carried out risk assessments on the premises and outings and taken steps to minimise any identified risks. The documents were clear, concise and up to date. It is Mrs Parker's intention to review the documents within six months of commencing her childminding business to ensure all risks have been identified.

Water temperatures were checked during the inspection and found to be below the maximum requirement.

Access to the kitchen was restricted by the use of a safety gate and measures were in place to ensure the area was safe. Restrictors had been placed on the drawers and base units to prevent the children gaining access to any sharp or hazardous substances.

Mrs Parker stated she had an awareness of RIDDOR. Who to contact and where to access the appropriate forms should the need arise. There have been no reportable incidents to date.

As part of the registration process the department's Fire Safety Officer inspected the premises to ensure they were safe for minded children. Mrs Parker had a fire risk assessment in place to ensure any potential risks had been identified and the actions taken to minimise any risks were clearly recorded.

Mrs Parker had a written emergency escape plan that showed the procedure for evacuating the children should the need arise. Fire drills are being practiced with the children and there was a written record available for inspection.

There was a fire blanket in the kitchen and smoke alarms and a carbon monoxide detector in place. Records showed that weekly tests are being carried out to ensure the alarms and detectors are in good working order.

There was a selection of electrical equipment used to support Mrs Parker in her childminding. All items were tested (PAT) in October 2018 and will not need to be re-tested until 2020. All electrical sockets were observed to be in good condition.

Mrs Parker takes the children on outings. They either walk or travel in her car. There was parental permission in place for this to take place and Mrs Parker had included a section in her contracts that enabled parents to agree to the methods of control used for their child whilst out walking.

When taking the children to and from the car/house, Mrs Parker explained how she takes all the children at the same time to ensure no child is left unsupervised at any time. When more than two children are being cared for, she currently carries one child in a sling in order to keep both hands free. As the children get older, she will review her system and make appropriate arrangements.

Children have access to a paved garden to the rear of the property. The area was observed to be safe, secure and fit for purpose.

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 6 - Health**

The childminder must promote the good health of children and take positive steps to prevent the spread of infection and appropriate measures when they are ill.

Our Decision:

Compliant

Reasons for our decision:

There was a fully stocked first aid box and the contents were all in date. Mrs Parker has attended first aid training to ensure the safe welfare of the children in her care.

All toys, resources and equipment seen during the inspection were clean and in very good condition.

Mrs Parker administers medicine to a child if needed and there was paperwork in place to record all medicines administered. The forms used contained all the required information including confirmation that the first dose had been given by the parents.

Mrs Parker and her family have a pet dog. Suitable measures were in place to ensure there was no health risk to the children. There was evidence available to show that the parents have been made aware of the dog and are happy with the arrangements.

There were no smokers in the household.

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 7 – Food and drink

Children must be provided with regular drinks and food in adequate quantities for their needs.
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Our Decision:

Compliant

Reasons for our decision:

There was evidence available to show that Mrs Parker had registered with the Department of Environment, Food and Agriculture.

When completing their child's record, parents are asked to supply Mrs Parker with information in regards to any dietary requirements, allergies and/or food preferences their child may have. Mrs Parker stated she would respect and act on any information supplied.

Parents are asked to provide all foods for their child and these were being stored appropriately. Fridge temperatures are taken daily and a written record kept.

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 8 – Equal opportunities**

The childminder must actively promote equality of opportunity and anti-discriminatory practice for all children.

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker was observed actively promoting equality of opportunity. Both children had equal access to all resources, materials and toys as well as Mrs Parker's care and attention.

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

The childminder must be aware that some children may have additional needs and must be proactive in ensuring that appropriate action, care and opportunities are provided

Our Decision:

Not assessed

Reasons for our decision:

Mrs Parker was not caring for a child with additional needs but was aware of the Codes of Practice for the Identification and assessment of special Educational Needs.

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**

Childminders and their staff must be able to manage a wide range of children's behaviour.

Our Decision:

Compliant

Reasons for our decision:

Although the children being cared for were very young, Mrs Parker was observed developing their understanding of right and wrong. Facial expressions and voice intonation were being used to re-enforce what was being said. Mrs Parker was also heard explaining things to the children using age appropriate language.

Parents are given a copy of Mrs Parker's Behaviour Management policy and there was evidence available to show they have signed to agree to the strategies outlined in the policy.

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 11 - Working in partnership with parents**

The childminder must work in partnership with parents to meet the needs of the children.

Our Decision:

Compliant

Reasons for our decision:

When parents decide to use Mrs Parker's service, they are given copies of her Statement of Purpose, policies and procedures and are asked to sign their agreement once they have read all the documentation.

There were written contracts in place between Mrs Parker and the parents. The contracts clearly outlined the expectations of both parties and included information about fees, holidays, notice period etc. The contracts were signed and dated and the inspector was informed that they will be reviewed on a six monthly basis.

To enable parents to feel involved in their child's day Mrs Parker explained that she spends time with them discussing what their child has done that day. She also keeps parents informed with texts and emails.

Although she has not been childminding long, Mrs Parker stated that she feels she has a good working relationship with the parents of the children in her care.

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 children

The protection of the child must be the childminder's first priority.

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker has attended Safeguarding Children training and informed the inspector that she had an awareness of the Isle of Man Safeguarding Children Board procedures.

Attending the training has ensured Mrs Parker was aware of the signs and symptoms of children at risk and her responsibility to report any concerns she may have. There was a system in place to record any concerns raised.

Parents have been informed of Mrs Parker's responsibilities in her Statement of Purpose and in her Safeguarding policy.

To ensure Mrs Parker releases children to the appropriate person, there was a section on the child records that enabled parents to name the authorised people to collect their child.

Mrs Parker stated that she understood that she must not use social media, texts or emails for personal use during minding times and that professional boundaries are maintained at all times.

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**

Robust records, policies and procedures which are required for the efficient and safe management of the provision must in place be maintained.

Our Decision:

Compliant

Reasons for our decision:

Mrs Parker's documentation was well organised, detailed, up-to-date and ready for inspection.

All the children's records were checked and found to contain all the required information.

There was paperwork in place to record accidents, exclusions due to illness, safeguarding concerns, changes in behaviour, bottle feeds and complaints. There was also a record of all persons living at the premises.

Mrs Parker had a system in place for recording the children's attendance. The recorded information showed the children's date of birth and their arrival and departure times.

Current Public Liability insurance was in place and Mrs Parker had ensured the policy covered her should an allegation be made against her.

As Mrs Parker uses her car to transport children, her car insurance and driver's licence were checked. Both were found to be valid and up to date.

Parents are informed in a policy that they can access all information held by Mrs Parker in regards to their child.

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 14 – Overnight Care**

The Childminder must provide a suitable standard of care, taking into account the individual needs of children who are cared for overnight.

Our Decision:

Not assessed

Reasons for our decision:

Mrs Parker does not provide overnight care therefore this assessed standard was not assessed.

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 Unit.

Inspector: Becci Rea**Date:** 4 April 2019

Provider's Response

From: Claire Parker

I / we have read the inspection report for the inspection carried out on **3 April 2019** 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 [Click here to enter text.](#)

Date [Click here to enter text.](#)

Upload without provider's comments.