

Annual Inspection Report 2023-2024

Paula Bridson

Childminder

30 May 2023

**Under the Regulation of Care Act 2013 and
Regulation of Care (Care Services) Regulations**



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 30 May 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Paula Bridson 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 is very organised and has adapted recording systems to log children's progress and developmental milestones.

Paula is focused on the service she provides and changes the routine in order to meet with the interests of the child.

She likes to take the children to a wide variety of settings such as cafes, play parks, and the library. She understands the benefit of attending these settings and the 'areas of learning' each provides for the child.

The following are parent comments

'I could not be happier with the care my **** receives, **** is so happy when **** with Paula and she really let's **** be **** own little cheeky self when out and about'.

'I really like that Paula is always out and about with the kids showing them different things and exploring. It's exactly what I wanted in a childminder and were so grateful to of found her'

About the service

1. Paula Bridson must not look after more than 5 (five) children at any one time under the age of 8 (eight) years, including the childminder's own children

Of these 5 (five) 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

2. Small playroom – to be used for 2 (two) children maximum OR Lounge—to be used for 3 (three) children aged 0-2 (zero to two) years and 2 (two) children aged 2 (two) years and above.

To ensure that children are supervised at all times, both areas cannot be used at the same time. All rooms/ areas used for childminding purposes are located on the ground floor.

The enclosed area of garden can be used for childminding purposes.

Paula has been a registered childminder for 5 (five) years and has a Childcare qualification, (Cache Level 3). She resides in Onchan and go for walks and uses her car and public transport to transport children.

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 2 May 2023. We visited the location's office/service on 30 May 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.

Feedback was sourced via email from three families who use the service. One response was received.

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 devised a robust cleaning programme that covers the cleaning of toys, furniture, equipment and the premises.

These include washing her hands and clean the changing mat between each child. If the child is potty training, cleaning the potty/training seat each time and teaching children how to wash their hands effectively. Drying their hands with paper roll and disposing in the bathroom bin.

Kitchen and bathroom surfaces are wiped down and floor hoovered at the beginning of the day. They are cleaned, hoovered and mopped at the end of each day.

Highchairs are washed several times a day with hot soapy water and soaked in Milton once a month.

The lounge and hall are hoovered morning and evening and mopped once a week. More often if there have been spills and toilet accidents. Light switches and door handles are wiped each morning

Furniture in the lounge is cleaned weekly including wiping the leather sofas and dining chairs. Cot sheets (if used) and pram blankets are washed weekly, and pram cosy toes washed every two weeks – more often if soiled.

Car seats are sprayed with anti-bacterial fabric spray daily and washed termly unless soiled.

At the moment, all toys wiped weekly as everything is going in their mouths due to their age and stage of development. Paula has stated that toys that are put in children's mouths all the time are put aside and washed that day.

Paula had policies with procedures to follow including 'Sickness, Covid-19, Exclusion due to an infectious illness and Health and Safety.

Parents were requested to provide their child with a packed lunch. This would contain an ice pack, which meant that Paula did not require to use her fridge for her childminding business.

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 has a childcare qualification and uses the skills and information learned to support her childminding business. She assesses the children’s development using “Development Matters in the Early Years Foundation Stage”. She has a record for each child of what they have achieved enabling her to spot the areas for further development. Paula has stated that she shares these with parents. This has helped her when planning appropriate activities and outings.

Paula aims to focus on the Prime Areas of learning: Personal, Social & Emotional Development; Communication & Language and Physical Development.

We discussed planning activities for the children Paula stated that she takes the children out a lot of the time and that she attends tots groups so children can socialise and play with others and visits the library to share books and stories. She visits coffee shops to have a snack or lunch to support children developing their table manners. Paula stated that she plans her activities that would be similar to those their parents would do. She takes photos and sends them to parents along with a Daily Diary.

If she identified areas where a child may not be meeting their developmental milestones, she said she would discuss with parents as the child might be doing it at home but not with her. She said she would discuss with parents possible ways to encourage the child to develop in such a way to meet the milestone. For example, if a child has not started crawling, she would ask the parents what they were doing to encourage it and she would continue to do this.

Paula was aware of the other professionals and agencies that can help provide advice and support to her and families such as, Health Visitors, Speech and Language Department, Early Help and Support. Paula was aware that parental permission would be sought before contact with any professional would be made.

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.

During the inspection there were two children present, all had arrived prior to the inspector. Each child was given attention and Paula was aware of what each child was doing all the time. She ensured they had toys to play with and guided them through play when needed. All children appeared happy and approached Paula when they wanted cuddles and reassurance. Paula was caring and treated each child with kindness and compassion.

Maintaining children's privacy, dignity and independence respected.

We discussed the routine for intimate care, such as changing a child's nappy. Paula had a static 'changing unit' for changing children's nappies. This provided an area for privacy whilst still maintaining supervision of the other children.

Toys were easily accessible for children to make choices of what they wanted to play with. Paula stated that she encouraged children to be as independent in accordance with the individual child's development progress. She stated that she would give children time to practice and to be patient whilst they were trying and learning. Paula said that she would use resources and toys for example; play kitchen with tools to encourage children to manipulate knives and forks and spoons, this helped with developing skills to feed themselves.

Policies and procedures included Confidentiality and the storage of records. Children's records were locked in a secure setting.

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 not require any improvements in this area.

This service was found to be responsive.

Delivering personalised care

Paula would meet with parents prior to their child registering with her; this was for both parents and Paula to gather information about the service offered and expectations. Parents are requested to complete a ‘record of information’ about their child, which provides details about the individual needs of each child.

She stated that she asks parents what their child enjoys playing with and ensure similar items are available at her setting. This is to help with the settling in process by providing items/ toys that are familiar.

Paula plans her activities and places to go for example; ‘mums and tots’ groups based upon the individual children likes and dislikes. She stated that if she finds a child is not ready to attend a particular setting then she will refrain from going to those places until a child has settled more and will try again at a later stage.

Parental questionnaires confirmed that Paula provides ‘daily feedback’ to parents regarding their child’s activities and progress.