

Inspection Report

2023-2024

Kerry Pledger

Childminder

11th 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 11th July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Kerry Pledger 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

Kerry was well organised, had a good knowledge and understanding of providing appropriate support. She was aware of the children's development needs and was able to explain ways in which to encourage the child's development.

The environment is well equipped, clean, bright and laid out to encourage activities. The garden is well thought out with outdoor toys available.

Children appeared to be happy and well settled at the setting and had comfortable interaction with Kerry.

Activities were tailored to meet the children's needs and adapted appropriately to meet the different needs of the children

The following are comments from parents

" Kerry is nothing short of Amazing"

"We are very happy with the care Kerry provides..... Kerry always has lots of energy and does various activities with the children during the day"

" We really could not ask for more from Kerry and I would not hesitate in recommending her"

About the service

Kerry 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) year

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

Kerry lives in Santon and has been a registered childminder 12 (twelve) years. The areas of the premises used for childminding are on the ground floor, with one area set out specifically for minding. There is a large well laid out garden to which the children have access.

During activities outside of the home the childminder will transport the children in her own car and on occasion public transport.

Notice of Inspection

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

Inspection activity started on 3rd April 2023. We visited the location’s service on 11th 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.

Feedback was sourced via email from four families who use the service. Two responses were 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.

After the inspection

Verbal feedback was given to Kerry.

SECTION C Inspection Findings

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 requires improvements in this area.

This service was found to be safe.

Prevention and control of infection

Kerry has policies, procedures and systems in place to ensure that all resources including the premises, equipment and toys were inspected and cleaned as required on a regular basis.

There is an exclusion policy in place with regards to attendance and illness; parents are asked not to send their child if they have an infectious illness or if they are not well.

Packed lunches are provided by the parents with ice packs, fridge temperatures are checked daily in case some of the items from lunch boxes need to be stored in there. Kerry had undertaken Food safety training.

Kitchen areas were clean, surfaces could be easily wiped down and had no sign of damage or contamination.

High chairs were checked and were found to be clean and in good repair, mobile high chair adaptors were used when out and these were clean and fit for purpose.

Nappy changes are undertaken on a changing mat which is cleaned and sprayed after use, the mat was clean but was starting to show small cracks across its surface.

All bedding is individual and used exclusively by one child and this is washed weekly or more frequently if needed.

Assessing Risk, Safety monitoring and management

Risk assessments had been carried out for the premises and the activities undertaken by the childminder. These were effective and had actions required to ensure risks to the children were minimised. During discussion it was stated that these were reviewed annually, however evidence of the reviews was not noted.

Safeguarding training was up to date and a Safeguarding policy was in place. All adults in the premises had current DBS checks in place.

All records were stored securely

Action we require the provider to take

Key areas for improvement:

- The nappy changing mat needs to be replaced as it is showing signs of wear and tear.
- Documents need to show dates reviewed on the document or on a cover sheet to evidence that they are being maintained and that the information is updated as needed

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

Kerry is an experienced childminder who uses the Early Years Foundation Stages as a means of informally assessing and monitoring the children’s development. Kerry promotes a ‘free play’ model, allowing the children to choose their toys and activities in an informal way. There was a wide selection of appropriate toys and resources available from which the child could choose.

During the day Kerry plans various activities depending on the needs and ages of the children and the weather. The children are encouraged to have a choice in what they are going to do. A typical day would be an outing/garden play in the morning with lunch between 11.30am and 12.30pm. Children who still require a sleep would have a sleep in the afternoon with other children choosing indoor activities to suit them in the afternoon. Typical outings would include the park or the beach.

Observations and notes are made in the daily diary and these are shared with the parents when they are collected. Each child also has a separate record book.

Kerry has information about each child in their personal folders and this included information on the child’s preferences, like and dislikes; the parents complete this before the child starts.

If Kerry felt a child wasn’t meeting the development milestones expected, she said this would be discussed with the parent and they would be given suggestions of other professionals and services that might be able to give further support and advice.

One parent said “ Kerry keeps individual diaries for the children in which she logs meals, sleep nappies and a brief summary of the day’s activities”

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 and I observed Kerry interacting with both children in a positive caring way. The children were encouraged to play appropriately together and the activities were adapted to suit each of them.

The atmosphere at the setting appeared relaxed and the child being cared for appeared happy and comfortable.

The children's routine was obviously changed due to the inspection and the weather on the day but Kerry was attentive to the children throughout, reassuring them that she wouldn't be long and breaking off from the inspection when required to respond to them. The children listened to Kerry and responded well to her instructions and were comfortable in her presence.

Maintaining children's privacy, dignity and independence respected.

Kerry has information on each child regarding their personal preferences and background. She talked to the children through referring to their individual family backgrounds.

During nappy changes Kerry is aware of the need to maintain dignity and privacy, she has a quiet corner that she uses for this purpose providing privacy whilst still being able to see the other children.

Kerry allows the children to develop at their own pace but is aware of development milestones. She encourages them to make choices regarding play activities and was observed doing this during the visit. She also encourages the children to be as independent as possible in small tasks for example encouraging them to put their own shoes on so they could go outside.

Kerry keeps all personal information locked up when not in use and all parents have seen the confidentiality policy available as this forms part of their signed contract.

No social media is used regarding the children

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

Before starting parents meet with the childminder and are asked to provide information on their child, this includes information on cultural needs, dietary preferences or requirements and/or any medical conditions their child may have. There is also information regarding the child's preferences, likes and dislikes.

Due to the age of the children their needs and wants are usually indicated in a non-verbal manner. The childminder is experienced and feels that she understands their needs, ie when tired, when hungry. During the visit she was able to pick up and respond to several non-verbal prompts from the children

A 'daily diary' which transfers between Kerry and the parents of the child is completed each day. This information provides a record of what the child has done that day, what they have eaten/drank, sleep routine and nappy/ toileting routine. This ensures that information is relayed to the parent directly. Kerry also talks to the parents during collection / drop off to verbally let them know what their child has been doing during the day.

All children have their own individual folders in which information is recorded.

Planning for the day involves the children and they are encouraged to make choices wherever possible on what they will be doing that day.

There was a variety of resources available which reflected inclusion and diversity ie non-gender specific toys, toys and books to reflect other cultures. This helps promote the children's awareness and respect for the world around them.

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.