

Inspection Report

2023-2024

Lindsey and James Fick

Childminder

20th 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 20th July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Lindsey and James Fick provide '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

The areas used for minding purpose was all on the ground floor of the premises. This was used exclusively with the children and was secure, well laid out, comfortable and clean. There was a range of resources and toys for the children to access and they were able to choose and play freely with those available.

During the inspection the interactions between the children and both Lindsey and James were observed to be caring, comfortable, and respectful. Children were reminded that they need to play nicely and were spoken to appropriately when required. They were observed providing appropriate support and used appropriate physical contact such as hugs to reassure the children when required.

Whilst the service appeared to be well organised there are some administrative areas that need addressing.

The following are comments from parents

"I couldn't ask for better care for my son, Lindsey and Jimmy go above and beyond everyday for him"

"Lindsey looks after them like her own. It's nice to see my child so attached to both"

"Lindsey is really good at keeping us up to date about any issues [...] may have during the day and generally chatting with us about his progress"

"Lindsey is great at finding things for the children to do by way of enrichment such as trips to the park or beach or even just really interactive sessions at home. It's very obvious that she cares deeply for the children she looks after and loves to see them develop and progress as much as we do as parents"

"The care, kindness and love shown is amazing. The house is always spotless with lots for the kids to do. The activities they plan and organise are fantastic and [...] always tells me what fun he's had."

"It feels like all the kids are part of their family and is such a homely atmosphere, I couldn't ask for better care for my son."

About the service

Lindsey and James 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

Lindsey and James live in Douglas. Lindsey is an experienced childminder with over twenty years' experience. James has been working alongside her for the last two years

The area in the premises used for childminding is used exclusively with the children.

Daily activities outside of the house are facilitated and transport for these is usually in the childminders own vehicle but may occasionally be on 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 2nd June 2023. We visited the service on 20th 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.

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 Lindsey and James

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 does require improvements in this area.

This service was found to be safe.

Prevention and control of infection

There are policies and procedures in place to prevent cross-infection via the cleaning of all resources toys and the rooms used.

The main room used for childminding was lights well laid out and appeared clean with furniture being in a good state of repair.

All toys looked clean and had no visible signs of damage.

The kitchen is not used for children's as lunch bags were provided with ice packs by the parents. Both Lindsey and James had undertaken Food safety training.

Assessing Risk, Safety monitoring and management

There were risk assessments in place, these appeared to be effective and had been reviewed in April 2023. All safety checks were in place with alarms being checked weekly and fire drills being carried out.

Safeguarding training was up to date and there was a safeguarding policy in place.

There was a comprehensive policy folder in place containing the required policies however there were no review dates noted and some of the policies were none specific to the service being inspected; they had references to other agencies which were not relevant.

All records were held manually and were stored in a locked box in an upstairs room in the house.

Action we require the provider to take

Key areas for improvement:

- All Policies need to be reviewed to ensure they are specific to this service; review dates need to be noted on the policy.

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 require improvements in this area.

This service was found to be effective.

Children’s care and development needs are assessed, supported and promoted

Lindsey is an experienced childminder who is aware of the development milestones for the children but they don’t follow a formal development programme. Lindsey and James encourage the children to make their own choices and use free play to help develop the children. There was a wide selection of appropriate toys and resources available from which the children could choose. During the inspection both Lindsey and James were observing and interacting with the children and were able to make the activities age appropriate for the children present despite their different ages and needs.

Daily activities are planned both outside of the premises and in the premises depending on the weather and which children were present on the day. There was a daily register of the children available showing the name of each child present, there was no date of birth or surname on the register.

Daily reports were made in the diary and this information was shared with the parents at the end of the day. Feedback from the parents confirmed this, “ I’m always kept well informed if [...] has had any issues ASAP”

Each child has an individual file in which the child’s like/dislike and preferences are recorded, this information is used to help plan activities. Activities also reflect the child’s personal history, birthdays and special events are celebrated and used to inform activities. On the day of the inspection there was a birthday banner up for one of the children.

Several parents’ feedback mentioned specifically the large range and good quality of activities that Lindsey and James provided; this is reflected in the parent’s comments above.

Action we require the provider to take

Key areas for improvement

- The daily register must show the full name and date of birth for each child.

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 I observed good interaction between the children and both Lindsey and James. Despite there being five children in the setting on the day of inspection all the children were encouraged to take part in the activities and it appeared that their needs were being addressed individually. At all times they appeared to be fully aware of all five children and what they were doing and interacted accordingly.

There were appropriate hugs and cuddles given when a child needed it, one fell down during the inspection and they were comforted appropriately. The children were made aware of the need to share and play together in a fair manner. I observed lots of natural encouragement and praise throughout the visit.

During the inspection we discussed how individual preferences and backgrounds were taken into account. Lindsey said they have a mini interview with the parents before the child starts to allow them to find out information and to allow the parent to see if it was a good place for their child. They also have an induction period for the child to see if there might be any problems.

Maintaining children's privacy, dignity and independence respected.

There is a confidentiality policy in place which forms part of the parent's contract with the service. All records are stored securely in a locked box in a room upstairs. Retention of records was discussed. Both Lindsey and James are registered under data protection. Information shared with the parents is done verbally on an individual basis.

Lindsey and James encourage the children to be independent however they allow the children to go at their own pace and although they encourage to be independent they are never pushed. We had a discussion around nappies and potty training, talking and walking and how some children are quicker than others so there are no specific age targets. There was a recognition that there are some development milestones and so all children are encouraged to meet these and they have seen some good development results because of this.

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 improvements in this area.

This service was found to be responsive.

Delivering personalised care

The planning of activities is done day to day depending on the weather and the children attending. Special activities are planned for birthdays and Fridays are usually ‘fun-days’. Parents comments reflect that there are daily child centred activities undertaken which are varied and reflect the needs of the children in their care.

There is a daily dairy in which brief notes regarding the children are made throughout the day and stated a verbal handover is given to parents when they collected their child,

A discussion took place regarding inclusion and diversity awareness and how this may be included in the setting using adapted stories with the children, toys to reflect diversity and conversations reflecting different needs including awareness of other cultures and diversity such as single parents, people of colour and alternative family groups.

One child has parents whose first language isn’t English but the parent’s preference is for them to speak English whilst at the setting – any issues this caused or concerns would be discussed with the parents.

Action we require the provider to take

Key areas for improvement

- Equality, inclusion and diversity awareness to be integrated into the care setting by the use of alternative toys, stories and resources to reflect cultural diversity, alternative family groups and inclusivity.

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.