

Inspection Report & 2023-2024

Emma Clark

Childminder

9th August 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 9th August 2023 The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Emma Clark 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

The setting is all on the ground floor and is provided in a converted garage to provide a light bright and airy playroom, there is direct access to the kitchen which the children also use. The area is well laid out to encourage activities and toys are readily available for the children to choose from.

All areas were well presented, in good repair and appeared clean

The children present appeared to be happy and well settled. The children remained the focus of the minder throughout the visit and they were encouraged to interact with each other and to choose their activities. The interactions observed between the minder and the children were appropriate for their age.

Emma has a care, learning, play approach which encourages learning and development through play. She was aware of the children's development needs and observation records which show the development on each child.

Emma had excellent records, she was well organised and had appropriate systems in place to support the provision of her service.

The following are comments from parents

"She knows them so well. She speaks to them politely and with respect."

"She plays with them and engages with them all the time. [They] look forward to going in the morning. My youngest tries to get to her house at the weekend too"

Are you happy with the care being provided? "Completely! Emma has been fantastic!"

About the service

Emma must not look after more than 4 (four) children at any one time under the age of 8 (eight) years, including the childminder's own children

Of these 4 (four) 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

Emma lives in Peel and has been a registered childminder for three years. The areas of the premises used for childminding is a purpose built ground floor converted garage which is exclusively for the children's use. It comprises of one large play room with the children having the use of the adjoining kitchen also.

Activities are varied and planned on a daily basis. For 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 27th July 2023. We visited the service on 9th August 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

Feedback was given to Emma

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 not require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

Emma has policies and procedures in place to ensure that all resources, toys and the premises were inspected and cleaned on a daily basis. Toys were wiped down daily and washed where possible weekly.

All areas utilised by the children were clean and in good repair.

The kitchen had surfaces which were wipe clean and tidy.

All children had their own lunch bags/boxes provided by the parents which contained individual ice packs and were kept on a separate shelf in the kitchen. Emma has completed her Food safety training. High chairs were fit for purpose and clean.

The changing area was separate to the main play area and was clean with no signs of staining/dirt. The changing mat was clean and in good repair. Cleaning sprays were available.

As Emma has a dog, there is a pet policy in place which state includes handwashing after contact, vaccinations, worming and de-fleaing, checking garden for dog mess etc before access

There is an exclusion policy is on place regarding illness.

Assessing Risk, Safety monitoring and management

Risk assessments had been carried out for the premises and the activities undertaken by the childminder. These were held thorough and clear, were effective with actions required to ensure risks to the children were minimised. They were dated and showed evidence that they had been reviewed regularly and a forward review date showed that they were reviewed annually. There is a H&S policy which covers nappies, 1st Aid, equipment checks, car servicing

Medication policy in place signed dated and reviewed

Safeguarding training was up to date and a Safeguarding policy was in place which was dated and reviewed.

All equipment was PAT tested – certificate was seen

All records were stored securely in a locked cupboard.

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

Emma promotes a learning through play environment, following the development milestones of the EYF development stages. She uses observations of the children to assess their development and if there are concerns she would raise this with the parents of the child. She uses her knowledge of child development milestones to the benefit of the children in her care.

During the inspection Emma was observing and engaging with the children continually. There was lots of positive praise and encouragement used. She ensured that the activities were age appropriate for the children present. During the inspection the children were able 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. Emma was observed personalising an activity to suit the needs of one child.

Various activities may be planned for the day 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 with choices being offered. During the inspection the children were asked what they wanted to do later in the day, all children were listened to and their choices taken into account.

Emma ensures that all children attend a taster session before they are minded. She also discusses with parents regarding the children’s preferences and will adapt and personalise activities to the individual needs and preferences of the children.

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.

Information from parents re likes /dislikes and preferences are on the children's records. This is gathered from the parents during the taster session which takes place before the child starts and is updated regularly, the updates were noted and dated.

Throughout the visit the interactions observed between the minder and the children were appropriate for their age. The children were the focus throughout the visit and they were encouraged to interact with each other and with the activities being completed. Praise was given frequently and the childminder remained engaged with the children throughout the visit despite my presence. The children responded well to the minder. The minder took time to listen to the children and answer appropriately

Maintaining children's privacy, dignity and independence respected.

The childminder allows positive risk taking after appropriate assessment to develop the children and allow the development of independent thinking. During the visit the children were observed being encouraged to play freely and to choose the toys and books they wanted to use

There is a confidentiality policy dated Oct 22 and reviewed in Jan 23. Parents have access to the policy which forms part of the initial contract. The childminder is registered under data protection. All records are stored in a locked cupboard

Consents and permissions are in the initial contract but there is also a separate sheets in the children's folders with permission to take and use photos.

Personal care, nappy changes are completed in the adjoining utility room which allows privacy whilst allowing the childminder to continue to be able to see and hear what is happening in the main area.

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

Records were held for each child including diary notes for daily activities which were written onto a separate form and given to the parents when they collected their child. These show activities and routine information such as sleeps, food and nappy changes.

The children were fully involved during the inspection in choosing the activities they wanted to do. They were also involved in planning the activity for later in the day. Reassurance was given that the afternoon activity could still take place once I had finished the inspection.

Activities were planned and personalised according to their preferences and needs.

Emma has a comprehensive equal opportunity policy in place to ensure an inclusive environment for all children.

There are resources, toys and books, provided which reflect diversity. Emma has non gender specific toys in the setting and doesn’t differentiate between genders in activities or toy choice.

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.