



# Department of Health and Social Care

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*Rheynn Slaynt as Kiarail y Theay*

**Isle of Man  
Government**

*Reiltys Ellan Vannin*

## **Regulation of Care Act 2013**

### **Childminding**

Gemma Pearson

### **Announced Premises Inspection**

Undertaken: 2 June 2021

### **Desk-top inspection**

Undertaken: 13 April 2021

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## Part 1 - Service Information for Registered Service

**Name of Service:**

Gemma Pearson

**Telephone No:**

477336

**Care Service Number:**

ROCA/P/0009

**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 2021

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

None

**Date of previous inspection:**

7 November 2019

**Name of Inspector:**

Becci Réa

## **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 Inspection report is based on the information provided as part of the pre inspection desk top analysis and the findings of the inspection visit.

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**

**\*Please note that any requirement carried forward for three consecutive inspections will lead to the service being served an improvement notice.\***

**Part 4 - Inspection Outcomes, Evidence and Requirements**

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)**  
**Standard 2- Organisation**  
2.1 - The maximum number of children between 0 years and 7 years the childminder may look after, when working alone, is six; this is dependent upon the required space standards being met. In addition a childminder must have regard to the numbers allowed within the following age bands:

- no more than 2 children under the age of 1 year;
- no more than 3 children, in total, under the age of 5 years.

The numbers within the age bands above can be exceeded to take account of exceptional circumstances; such as to provide for siblings, or other continuity of care issues that are considered to be in the best interests of the child. Each circumstance will be considered on its individual merit and the ability of the childminder to provide evidence to support their request. The maximum number of six children cannot be exceeded at any time.  
NB: These ratios may be decreased as well as increased if a childminder’s circumstances warrant such a change.  
Childminders cannot exceed six children aged 0-16 on the premises at any one time. This includes minded children, childminder’s own children and any other children who may visit the home.

**Our Decision:**  
Compliant

**Reasons for our decision:**  
The childminder is registered to care for six children and there were three children attending on the day of the premises inspection. Written evidence was also available to show that neither the number nor ages of the children being cared for at any one time has exceeded the conditions of registration.

**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**  
3.2 - The childminder must select resources and provide activities, play opportunities and first-hand experiences which allow children to build on their natural curiosity as learners, develop their language and mathematical thinking, use their imagination and develop social relationships.

**Our Decision:**  
Compliant

**Reasons for our decision:**

During the premises inspection, a wide range of play resources were seen to be available to the children and the childminder discussed what activities, outings and experiences are carried out with the children.

All resources were easily accessible to the children and were observed to be age appropriate and stimulating.

Feedback received from parents confirmed the children are being taken on outings and that the children's days are 'filled with lots of activities and craft'. Another parent stated the childminder 'creates a fun and educational environment and is attentive to development opportunities.'

**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**

4.2 - All exit doors must be secured against unsupervised exit by children but easily accessible in the case of an emergency.

**Our Decision:**

Compliant

**Reasons for our decision:**

When arriving at the premises, the inspector found the front door to be locked. The inspector observed that the door was re-locked after the inspector had entered the premises and the key placed on a hook by the door, ensuring it was inaccessible to the children but easily accessible in an emergency.

**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**

4.8 - Rooms must be maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

**Our Decision:**

Compliant

**Reasons for our decision:**

The temperature of the room was checked during the premises inspection and found to be above 18°C.

Although it was a very hot day, the childminder had ensured the room temperatures were not too hot for the children.

**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 5 – Safety**

5.28 - The childminder must have a valid driving licence.

**Our Decision:**

Compliant

**Reasons for our decision:**

A photograph of the childminder's driver's licence was submitted as part of the desktop inspection and this enabled the inspector to verify the licence was valid.

**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**

6.4 - The childminder must ensure that any animals on the premises are safe to be in the proximity of children and do not pose a health risk. Parents must be made aware of all animals kept on the premises and have signed their acknowledgement of this.

**Our Decision:**



Not assessed

**Reasons for our decision:**

Although the childminder has a pet dog, he was not present at the time of the premises inspection. The inspector was informed that due to health issues, he sometimes spends time with a family member during minding times.

**Evidence Source:**

Observation		Records		Feedback		Discussion	✓
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**Requirements:**

Not applicable

**Recommendations:**

Not applicable

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 6 - Health**  
6.6 - Medicines must be stored in their original containers, clearly labelled and inaccessible to children

**Our Decision:**

Compliant

**Reasons for our decision:**

There were no children currently requiring medication but the childminder explained that should any medicines be brought into the setting, she would ensure they were clearly labelled with the child's name.

Satisfactory arrangements were in place to ensure family medicines are being stored separately from those belonging to the minded children.

**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**  
10.1 - The childminder and staff must help children to learn about what is right and wrong.

**Our Decision:**

Compliant

**Reasons for our decision:**

There were three children present during the inspection and the inspector observed the childminder promoting their awareness of right and wrong through explanation and encouragement. Conversation was on-going throughout the inspection and the childminder was heard telling the children how their kind actions made everyone feel happy.

At one point, with the childminder's support, the children were encouraged to negotiate the shared want for a particular toy, resulting in a positive outcome. For which the children were praised.

**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**  
12.2 - The childminder must have attended safeguarding training prior to registration and attend refresher training, as a minimum, every 3 years. The online option can be taken up once the full safeguarding course has been attended.

**Our Decision:**

Compliant

**Reasons for our decision:**

Due to Covid-19 restrictions, Safeguarding training had been suspended and many providers were unable to refresh their training within the required timescale. The childminder informed the inspector that she had made the parents aware that her training had lapsed and that she was waiting for availability.

Evidence was submitted during the desktop inspection that verified that Safeguarding training was attended in May 2021.

**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**  
13.1 - Individual records of each child must contain:

- their full name and address;
- their date of birth;

- their photograph;
- contacts in the case of an emergency;
- GP contact;
- authorisation for outings and travel in vehicles and other appropriate permissions and parental consents;
- details of who will collect the child, including photographs where appropriate;
- known medical conditions;
- dietary requirements and preferences;
- first language/ additional language;
- any cultural needs;
- any social/emotional and/or behavioural needs;
- permission to seek emergency medical treatment or advice.

**Our Decision:**

Compliant

**Reasons for our decision:**

A blank copy of the child registration forms used were submitted as part of the desktop inspection and found to contain all the required information.

During the premises inspection, completed forms were checked and each file had been completed in full and contained a photograph of the respective 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 13 – Documentation**

13.4 - Records relating to individual children must be shared with the child's parent/s and regular reviews of information are carried out with parents and records to be amended accordingly. Review dates must be recorded.

**Our Decision:**

Substantially compliant

**Reasons for our decision:**

The childminder explained that parents have access to their child's records on request and that six monthly reviews are undertaken to ensure all information held is up to date. Examination of the children's records could not verify this as review dates had not been recorded.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	✓
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**Requirements:**

One

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 13 – Documentation**

13.8 -The Department's Registration & Inspection Team must be informed at the earliest opportunity of those matters required to be notified under Regulations 10 & 12 of the Regulation of Care(Care Services) Regulations 2013.

- Requirement to Notify DHSC of death, illness and other events;
- Notification of Change of Purpose (age ranges and additional needs etc).

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder was fully aware of the need to notify the Registration and Inspection team about serious incidents and has done so since the last inspection.

**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**

13.11 - The childminder must carry public liability insurance for the provision. The insurance must cover any circumstance of a child/children suffering harm whilst being looked after at the service, including circumstances where an allegation is made against the childminder.

**Our Decision:**

Compliant

**Reasons for our decision:**

A copy of the childminder's public liability insurance certificate was submitted as part of the desktop inspection. The document confirmed the appropriate insurance was in place.

**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**

13.12 - Where the childminder uses their car for transporting children the car insurance must cover this activity.

**Our Decision:**

Compliant

**Reasons for our decision:**

Evidence submitted by the childminder showed that appropriate vehicle insurance was in place.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	✓
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**Requirements:**

None

**Recommendations:**

None

**Other areas identified during this inspection / or previous requirements which have not been met.**

Standard 13.2

Evidence was submitted as part of the desktop inspection that showed the accident form used by the childminder contained all the required information. Completed forms were checked during the inspection and it was found that not all retained copies included a parental signature acknowledging the parent/s had been informed of the accident.

A feedback poster was given to the childminder to share with the parents using her service to enable them to provide feedback if they wished.

A number of parents responded and all the feedback received was positive. Comments made stated they felt the setting was 'a home from home' and that all their children were happy to attend. The childminder was praised for the support she gave to the families especially during the lockdowns when she instigated a group on social media so the children could all see each other and the parents could get to know each other better.

The parents also seemed to like the daily diary system that has been implemented post lockdown that informs the parents what their child has done that day.

One family asked their child for a comment and the following response was given – 'she's cool! I like Gemma, she does a good job!' This comment has been included with the parent's knowledge.

**Evidence Source:**

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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**Requirements:**

One

**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 Team.**

**Inspector:** Becci Rea

**Date:** 7 June 2021

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## Provider's Response

**From:** Gemma Pearson

I / we have read the inspection report for the inspection carried out on **2 June 2021** 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**  
**Date**

Gemma Pearson  
15/06/2021