



Department of Health and Social Care

Rheyyn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Childminding

Nicola Metcalfe

Announced Inspection

Date: Desk Top 16 April 2021

Premises 17 May 2021

***Registration and Inspection Team,
Ground Floor, St George's Court,
Hill Street, Douglas, Isle of Man, IM1 1EF.***

Contents

Part 1: Service information

Part 2: Descriptors of performance against Standards

Part 3: Inspection Information

Part 4: Inspection Outcomes and Evidence and Requirements

Part 1 - Service Information for Registered Service

Name of Service:

Nicola Metcalfe

Telephone No:

420381

Care Service Number:

ROCA/P/00287

Conditions of Registration:

1. 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) year
- 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:

This is the first inspection since registration.

Name of Inspector:

Jenny Percival

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:

On the day of the inspection there were two minded children present. The childminder was minding within the restrictions of her registration according to the information provided by her.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
-------------	---	---------	--	----------	--	------------	---

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:

The childminder was providing activities and play opportunities that encourage the children to build on their natural curiosity, develop language and physical skills, promote their aesthetic

awareness, use their imagination, promote early mathematical understanding, and develop social skills. There was a wide variety of age appropriate toys to support this.

At the time of the inspection there were two minded children present. Both enjoyed playing with the toys on the floor in a dedicated play area. The childminder sat with the children talking to them and asking questions about what they were doing. Children were able to choose the toys they wanted to play with and choose separate activities if they wished. One child became actively involved in drawing pictures.

The childminder stated that she went to mums and tots and singing groups as well as going on walks with the children.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
-------------	---	---------	--	----------	--	------------	---

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:

The exit doors were locked with the relevant doors in close proximity in case of an emergency.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
-------------	---	---------	--	----------	--	------------	---

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 room temperature was above 18°C.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
-------------	---	---------	--	----------	--	------------	--

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:

The childminder submitted her driving licence. This was valid and current.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

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:

Compliant

Reasons for our decision:

The childminder stated that she had a pet dog. She stated that the dog is not kept in the same room as the minded children. She has a Pet Policy, which parents sign to acknowledge that they had been informed.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
-------------	---	---------	---	----------	--	------------	---

Requirements:

None

Recommendations:

None

**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 was medication that related to one of the minded children. It was labelled with the child's name and kept in a high level cupboard out of the reach of children.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
-------------	---	---------	---	----------	--	------------	---

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:

The childminder had a clear policy on how to manage children's behaviour. This gave guidelines for the childminder which in turn enabled the child to understand and learn right and wrong. The childminder was observed praising the children during play activities.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	
-------------	---	---------	---	----------	--	------------	--

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:

The childminder had completed her safeguarding children training. This lasts for three years from the completion date.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

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:

The childminder had a children's record that included all of the above criteria.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

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:

Compliant

Reasons for our decision:

Children's records had been reviewed and parents sign to acknowledge any changes.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
-------------	--	---------	---	----------	--	------------	---

Requirements:

None

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 inspector had a discussion with the childminder to establish an understanding of the above criteria.

Evidence Source:

Observation		Records		Feedback		Discussion	✓
-------------	--	---------	--	----------	--	------------	---

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:

The childminder had relevant and current public liability insurance.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

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:

The childminder had relevant and valid vehicle insurance.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
-------------	--	---------	---	----------	--	------------	--

Requirements:

None

Recommendations:

None

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

Condition 2 on the childminders certificate of registration has now been removed. This referred to the childminder not being able to use the garden until it had been inspected. Inspection now completed.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
-------------	---	---------	--	----------	--	------------	---

Requirements:

None

Recommendations:

The inspector left information for the parents with the childminder, so that they could contact the inspector if they wanted to provide any feedback.

Feedback was received from parents that confirmed they were happy with the level of care being provided by the childminder.

Comments referred to her as a calm and naturally nurturing personality and does interesting and engaging activities.

Also that she is warm and welcoming, and their child was constantly stimulated with trips to parks, moms and tots and does various messy play activities.

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: Jenny Percival

Date: 1 June 2021

Provider's Response

From: Nicola Metcalfe

I / we have read the inspection report for the inspection carried out on **16 April and 17 May 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**

N. Metcalfe
14/6/21