



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

Carole Collard

Announced Premises Inspection

Undertaken: 6 July 2021

Desk-top inspection

Undertaken: 24 May 2021

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

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Part 1 - Service Information for Registered Service

Name of Service:

Carole Collard

Telephone No:

257052

Care Service Number:

ROCA/P/0027

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) 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:

29 May 2018

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:**

One

Number met:

One

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 two 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 selection of play resources were seen to be available to the children and the childminder discussed what activities, outings and experiences are undertaken with 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 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 childminder invited the inspector to come in via the side door, which was open to allow the inspector to enter the premises. As the side door had already been opened by the childminder, the inspector was not able to confirm that the door had been locked but once inside, the inspector observed the childminder locking the door and placing the key in an easy reach place, out of the reach of 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 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 found to be above 18°C.

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:

Evidence was submitted as part of the desktop inspection that showed that a valid driver's licence is 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 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:

Substantially compliant

Reasons for our decision:

The childminder had a parrot that is kept in a large cage in the lounge. The bird does not come out of the cage whilst the minded children are at the premises and does not pose a health risk to the children.

The childminder stated that parents have been made aware of the bird's presence but there was no written evidence to support this.

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 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 would be 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:

Not assessed

Reasons for our decision:

This was not observed during the inspection but the childminder submitted her behaviour management policy as part of the desktop inspection that outlined the procedures that, when implemented, would promote and develop the children's awareness of right and wrong.

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 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:

Evidence was seen that verified the childminder had refreshed her safeguarding training within the required timescale.

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:

Substantially compliant

Reasons for our decision:

Examination of the children records found that the childminder does not have authorisations in place for all the things she does. There was no permission to apply sun-cream or take photographs of the children. The inspector advised the childminder to ensure that when she amends her documentation, she ensures all things requiring parental authorisation are included.

As the required permissions were not in place, the inspector explained to the childminder that as well as amending the documentation to include the missing information, the childminder will need to source the information from the parents currently using the service.

The documents currently asks parents if their child has any social, emotional and behavioural 'problems' and when asking parents about other needs their child may have, the document asks parents to state the 'implications' the childminder needs to be aware of. This was discussed with the childminder and the inspector recommends the wording be changed to use positive words as parents may not feel comfortable providing information when the wording gives the impression that their child's needs may be viewed in a negative light.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

One

**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:

The inspector was informed that parents have access to their child's records on request and that records are amended when changes occur.

There was written evidence to show that annual reviews have been undertaken to ensure all information held is up to date.

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**

13.8 -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:

Although there was some confusion in regards to using the Notification of Events form as an accident form, the childminder was able to explain the type of incidents that would require her to notify the Registration and Inspection Team.

The childminder had a number of hard copy forms available in a file and the inspector discussed accessing the on-line document to ensure the most up to date form is used.

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 insurance certificate was submitted as part of the desktop inspection. The document verified that appropriate public liability 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:

A copy of the childminder's vehicle insurance were submitted as part of the desktop inspection. The documents showed that appropriate 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 5.13**

After arriving at the premises, the inspector was taken into the lounge. One child was in the lounge but the other child was left playing in the kitchen as they didn't want to come into the lounge. The childminder left the child in the kitchen but the inspector explained they couldn't be in different rooms as they must be supervised at all times.

Standard 5.23

Examination of the record of smoke alarms and carbon monoxide detector tests showed that tests are currently being carried out on a monthly basis. The need for this to be undertaken on a weekly basis was explained.

Standard 5.24

When looking through the childminder's fire log record, it was noticed that not all the children attending the setting have practiced a fire evacuation. The inspector explained that the childminder needs to ensure fire drills are planned so that all children are given the opportunity to participate.

Standard 6.6

The childminder submitted a copy of the form used when administering medication to the children. The form submitted did not include a section to record the medicines administered to the children

or a section for parents to sign their acknowledgement of the entry. This was checked during the premises inspection and the childminder confirmed this information was missing.

Standard 13.2

During the premises inspection, the inspector requested to see completed accidents forms in order to verify that parents had signed their acknowledgement when informed that their child had had an accident. The inspector was informed that the children had never had an accident. When asked for the form that would be used, the childminder gave the inspector a Notification of Events form. Discussion was had in regards to the difference between the forms and clarity given in regards to the definition and need to record accidents.

Standard 13.13

The childminder's Statement of Purpose was checked and the following issues were found:

- There was no information in regards to the childminder's safeguarding procedures
- There was no information in regards to the administration and storage of medication and
- No details of the arrangements for meeting the children's health needs

Due to how previous amendments have been recorded on the document, the inspector recommends that when the missing information is added, the Statement of Purpose be re-written to ensure clarity to the reader.

At the end of the inspection, a feedback poster was given to the childminder to be shared with the parents to enable them to provide feedback about the service if they wished. Feedback received stated the childminder helped in any way she could and that she keeps parents up to date with what their child is doing.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

Six

Recommendations:

One

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 Réa

Date: 9 July 2021

Provider's Response

From: Carole Collard

I / we have read the inspection report for the inspection carried out on **6 July 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

C A Collard
16/08/2021