



Department of Health and Social Care

Rheyynn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Childminding

Zoe Moore

Announced Premises Inspection

Undertaken: 31 August 2021

Desk-top inspection

Undertaken: 28 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:

Zoe Moore

Telephone No:

240705

Care Service Number:

ROCA/P/0029

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:

4 June 2021

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

None

Date of previous inspection:

First inspection since registration

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:

There were no children present at the time of inspection but evidence was seen that showed the number and ages of children being cared for at any one time has not 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:

The room used by the minded children was observed to be equipped with a variety of play resources and equipment. The childminder described the type of activities she carries out with the

children and also explained that they go on outings to the Wildlife Park, the water-park, social groups and visit a local area to feed the ducks.

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:

Not assessed

Reasons for our decision:

As there were no minded children at the premises at the time of inspection, there was no requirement for the doors to be secure. The childminder explained that when minded children are present, doors are kept secure and the keys placed on a hanging rack by the door.

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:

Room temperatures were checked at the time of the premises inspection and found to be above the minimum requirement.

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 a current driver's licence was submitted as part of the desktop 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 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 had implemented suitable arrangements to ensure her pet dog does not pose a health risk to the children.

There was written evidence available to show that parents had been informed and had signed their acknowledgement.

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**

6.6 - Medicines must be stored in their original containers, clearly labelled and inaccessible to children

Our Decision:

Compliant

Reasons for our decision:

At the time of the premises inspection there was no children's medicine being stored at the setting. Suitable arrangements were in place to ensure that family medication would be stored separately from minded children's medication.

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:

As there were no children attending at the time of the inspection, it was not possible to observe the childminder promoting 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 submitted to show that the childminder's training was in date but will need to be refreshed in October 2021. Discussion was had in regards to contacting the training provider in order to book training.

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:

A copy of the forms given to parents to complete prior to their child starting at the setting were submitted as part of the desktop inspection. The documents were found to contain all the required information.

Completed records were checked during the premises inspection and it was found that the files did not contain a photograph of the respective child and this was discussed with the childminder.

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**

13.4 - 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 childminder informed the inspector that parents have access to their own child's records on request.

As the childminder has not been minding for long, a formal review has not yet been undertaken. The childminder explained that it is her intention to undertake her first review on 1 October 2021. Once this has been undertaken, it is the childminder's intention to carry out six monthly reviews.

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:

Through discussion the childminder was able to demonstrate her awareness of the incidents the Registration and Inspection team would need to be informed of.

The discussion included completing the Notification of Events form available on-line to ensure the most current version of the form is being 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 childminder's Public Liability insurance certificate was submitted as part of the desktop inspection. The document confirmed that 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 was submitted to show 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 5.23

Evidence submitted showed that fire alarms tests are currently being undertaken on a monthly basis. During the premises inspection the need for the tests to be carried out on a weekly basis was discussed.

A feedback poster was sent to the childminder to share with parents to enable them to provide feedback in regards to the service being provided. No feedback was received.

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 Réa

Date: 3 September 2021

Provider's Response

From: Zoe Moore

I / we have read the inspection report for the inspection carried out on **31 August 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**

Zoe Moore
13/10/21