



# 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**

Claire Parker

### **Announced Premises Inspection**

Undertaken: 3 November 2021

### **Desk-top inspection**

Undertaken: 27 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:**

Claire Parker

**Telephone No:**

07624 383195

**Care Service Number:**

ROCA/P/0260

**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:**

3 April 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 available to show that neither the number nor ages of the children being cared for at any one time exceeded the conditions of registration.

#### 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 room used by minded children was well stocked with a wide variety of play resources. All had been arranged to enable the children to select and become involved with their own chosen activity.

The childminder was observed supporting and encouraging the children in their play. Open questions, using age appropriate language were being asked in order to encourage the children's learning.

During discussion, the childminder described the activities and outings undertaken with the children. They go out daily and visit places such as the home for Old Horses, toddler groups, a toddler gym and local parks. They also go regularly to feed the ducks.

**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:**

When arriving at the premises, the inspector found the door to be locked. After entering the premises, the inspector observed the childminder re-locking the door using the thumb-lock.

**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 temperature of the room was checked during the premises inspection and found to be above the minimum requirement.

**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:**

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	
-------------	--	---------	---	----------	--	------------	--

**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 and her family have a pet dog. On the day of inspection, the dog was outside but the childminder explained the children have contact with him. Suitable arrangements were in place to ensure the dog's water, food, toys and bed were inaccessible to the children.

There was written evidence to show that parents had been made aware of the dog and their signed acknowledgement was included in the children's records.

**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 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	✓
-------------	---	---------	--	----------	--	------------	---

**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 was no reason for the childminder to deal with any unwanted behaviour and throughout the inspection there was constant conversation between the childminder and the children that promoted their awareness as they played.

There were clear boundaries in place and the childminder was observed to be a positive role model who was consistent in her approach.

**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:**

Evidence was available during the premises inspection to show that refresher training had been attended in July and August 2021.

**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:**

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	✓
-------------	--	---------	---	----------	--	------------	---

**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:**

The childminder explained that parents have access to their child's records should they request to see them.

Evidence was available to show that reviews are being carried out on an annual basis as well as when changes occur.

**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:**

Through discussion, the childminder demonstrated their awareness of the need to notify the Registration and Inspection Team of serious incidents and contagious illnesses.

The childminder stated she was aware of the on-line Notification of Events form.

**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:**

Evidence was available to show that current Public Liability insurance was in place that included the appropriate cover.

**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:**

Evidence was submitted as part of the desktop inspection that showed the appropriate insurance was in place.

During the premises inspection evidence was seen to confirm the policy had been renewed.

**Evidence Source:**

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

**Requirements:**

None

**Recommendations:**

None

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

## Standard 13.3

The children's full names are not currently being recorded on the record of attendance, only their initials. In order to ensure the record is accurate, full names need to be included and this was discussed with the childminder.

A feedback poster was sent to the childminder to share with the parents of the children in her care to enable them to provide feedback if they wished. No feedback was received.

**Evidence Source:**

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

**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:** 4 November 2021

**Provider's Response**

**From:** Claire Parker

I / we have read the inspection report for the inspection carried out on **3 November 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**



18/11/2021