

Inspection Report 2023-2024

LYNSEY BROWN

Childminder

12th July 2023

**Under the Regulation of Care Act 2013 and
Regulation of Care (Care Services) Regulations**



Isle of Man
Government
Haggyr Eilan Vannin

DHSC

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this announced inspection on 12th July 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Lynsey Brown provides 'childminding' for one or more children under 8 years old by a person at a private dwelling for reward and for more than a total of 2 hours in the same day.

People's experience of using this service and what we found

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

Our key findings

The premises are well equipped, light and clean. It is laid out to encourage activities and toys are readily available in boxes and on shelves for the children to choose from. The garden is well thought out with safe outdoor areas specifically developed for the children; outdoor toys are available with activities tailored to meet the different children's needs.

The children appeared to be happy and well settled and had comfortable interactions with Lynsey. Lynsey was observed providing appropriate support and using appropriate physical contact with the children.

She was aware of the children's development needs and was able to explain ways in which to monitor and encourage the child's development.

Lynsey was well organised with systems in place to support the provision of her service.

The following are comments from parents

"Choosing Lynsey to look after my first born [...] was one of the best decisions I could have made as a parent"

"Both of my children loved Lynsey from day one"

"Lynsey always keeps me up to date with lovely feedback at drop off and at pick up and I love the little updates throughout the day."

"We have regular catch ups with Lynsey, these can be at drop off, pick up or over WhatsApp. I always feel fully informed about my [*childs*] day to day care & wider development"

"My [*child*] is now toilet trained, can dress & feed herself. Lynsey has fully supported, encouraged & helped her develop these skills"

"Lynsey cares for the children so well. She is caring, kind & very capable. She is also very calm & has lots of fun with them all."

SECTION B The Inspection

About the service

Lynsey 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

Lynsey lives in Castletown and has been a registered childminder for 3 (three) years. The areas of the premises used for childminding are on the ground floor, with one area set out specifically for minding. There is a large, safe, well laid out garden to which the children have access.

During activities outside of the home the childminder will transport the children in her own car and on occasion public transport.

Notice of Inspection

This inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 5th May 2023. We visited the location's service on 12th July 2023

What we did before the inspection

We reviewed information we received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR), notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from four families who use the service. Two responses were received.

During the inspection

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of people/children.

After the inspection

Verbal feedback was given to Lynsey.

C1 Is the service safe?

Our findings:

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. The service does not require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

Lynsey has policies, procedures and systems in place to ensure that all resources including the premises, equipment and toys were inspected and cleaned as required. Toys are sprayed throughout the day if required and then washed at the end of the day. All areas used by the children were clean and appeared to be in good repair. The kitchen is only used for lunches and highchairs were available and clean. The kitchen itself appeared clean, the fridge is not used as lunch bags were provided with ice packs by the parents. Lynsey had undertaken Food safety training.

There is an infectious illness policy in place with regards to attendance and illness; parents are asked not to send their child if they have an infectious illness or if they are not well.

Assessing Risk, Safety monitoring and management

Risk assessments had been carried out for the premises and the activities undertaken by the childminder. These were effective and had actions required to ensure risks to the children were minimised. They were dated on the front sheet and had a forward review date showing evidence that these were reviewed annually. Safeguarding training was up to date and a Safeguarding policy was in place.

All records were stored securely. Lynsey had submitted an application for data protection registration on 6/7/23

Inspection Findings

C2 Is the service effective?

Our findings

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. The service does not require any improvements in this area.

This service was found to be effective.

Children’s care and development needs are assessed, supported and promoted

Lynsey is an experienced childminder who doesn’t follow a formal development programme but she did have the Early Years Foundation Stages guidelines on display which serves as a reminder of development milestones for her.

During the inspection Lynsey was constantly observing and interacting with the children and she was able to make the activities age appropriate for both children despite their different ages and needs.

The children were able to choose their toys and activities in an informal way. There was a wide selection of appropriate toys and resources available from which the child could choose.

Various activities may be planned for the day depending on the needs and ages of the children and the weather. The children are encouraged to have a choice in what they are going to do.

A typical day would involve an outing in the morning then back for lunch. After lunch the younger children will have a nap in the prams provided whilst the older ones can choose 1-2-1 indoor activities to suit them or play outside in the well-equipped garden.

Typical outings would include the park or the beach, if there is longer planned day out i.e. to wildlife park she would let the parent know in advance.

Observations and notes are made in the daily diary and these are shared with the parents when they are collected. Each child also has a separate record book.

Lynsey has information about each child in their personal folders and this included information on the child’s preferences, like and dislikes; the parents complete this before the child starts.

Observations and notes are made in the daily diary and these are shared with the parents when they are collected. Each child also has a separate record book. Lynsey uses what’s-app to keep parents informed throughout the day

Lynsey knows the approximate development stages and if she had concerns she would monitor it whilst discussing it with the parents. She would recommend them to seek further advice if she was overly concerned

Inspection Findings

C3 Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

Ensuring children are being treated with kindness, respect and compassion, and are given emotional support when needed.

During the inspection there were two children present and Lynsey was observed interacting with the two children throughout. She was encouraging and positive and was able to distract where necessary to prevent issues arising between the two. She was fair and caring in her approach and interaction and the children responded well to her.

The children's routine was obviously changed due to the inspection but Lynsey was attentive to the children throughout; despite my presence they were still the main focus of her attention throughout the inspection.

When the weather improved we moved into the garden to finish discussion so that the children could play in the garden. The children listened to Lynsey and responded well to her instructions and did as they were told as required to keep them safe.

The atmosphere at the setting appeared relaxed and the child being cared for appeared happy and comfortable.

Lynsey was asked how she knows what the children like to do and she said she is led by them and their choices where appropriate whilst still ensuring all the differing needs are met. Each child had a separate folder with their information recorded. So she is aware of their backgrounds and preferences.

Maintaining children's privacy, dignity and independence respected.

Lynsey has recently submitted an application for registration under data protection.

All records are stored upstairs in a locked draw.

All parents are aware and have signed the agreement re confidentiality in their contract; the policy is also available in the policy folder – as noted previously all policies needed dating and reviewing.

As noted before the children engage in free play which encourages them to be independent in their choices.

Inspection Findings

C4 Is the service responsive?

Our findings:

Responsive – this means we looked for evidence that the service met people’s needs. The service does require any improvements in this area.

This service was found to be responsive.

Delivering personalised care

The parents of the children were requested to provide information about their child before they access the service. This allows the childminder to provide individualised support and identify individual needs for each child. This information includes any medical conditions, cultural requirements, dietary requirements and/or additional needs

All activities are planned around the children’s needs and wishes, with parental input where appropriate. Outings and activities are varied and engage the children regardless of their ages.

We discussed the cultural and communication aspects of the care setting as it was noted that one child is bi-lingual although the parent chooses for them to speak English in the setting. We discussed the impact that nationality may have on a child re awareness of their festivals and also re their use /choice of language.

Discussed the need to be aware of diversity re other cultures, religions, family groups and race/colour. Lynsey does have dark skinned dolls available but will consider other areas where she might be able to promote diversity.

Lynsey keeps a dairy in which she makes brief notes regarding the children and stated that she gave a verbal handover to parents when they collected their child, she also keeps them informed via whats-app throughout the day; parental feedback confirmed this.