

Inspection Report

2023-2024

Lauren Latham

Childminder

7 August 2023

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



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 7 August 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Lauren Latham 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

Lauren was organised and had all her records and documentation clearly arranged. All relevant information was clearly recorded and ready for inspection.

She had a wide variety of toys suitable for all age ranges and had a clear understanding of the different ages of children and their individual likes/ dislikes.

Children appeared to be happy at the setting and Lauren played and interacted positively with them throughout the inspection.

Parental feedback confirmed that they were happy with the level of care provided by Lauren.

Parental feedback comments as follows:

'I'm very happy with the care being provided to our son by Lauren. I very much appreciate the updates we receive during the day, I feel very comfortable with Lauren and our **** is testament to that - **** is a very happy **** and has a good relationship with Lauren too. I've never had any concerns over his health or wellbeing with Lauren'.

'Even though time has been short with Lauren I have to say we couldn't be happier with her and what she does for ****. It's important to say that **** even at a young age gets excited when we go to Lauren's. **** enjoys his time there and not once thought **** hasn't. She provides such a great experience for us as parents and ****. We feel very lucky to have such a wonderful childminder'.

'Lauren is kind, caring and outgoing. I feel comfortable that our **** is receiving the next best day time care **** could receive, outside of parental/at-home care. I really like that she engages the children in her care with activities that I wouldn't necessarily do at home. She rarely is at home all day with the children, which is what my **** is used to with me (we like to get out!). Overall, she keeps things fun and exciting, which I very much appreciate'.

'She's like a second mum! Extremely caring of **** and always thinking of **** needs. Has developed a strong relationship with **** and also **** own son, which is lovely. Regular communication and lots of activities on the go, both in and out of the house. **** frequently talks about **** at home and is always excited to go to see her, so she must be doing something right!'

About the service

Lauren 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 child.

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

Lauren lives in Peel and has been a registered childminder for 1 ½ years. All play activity rooms are located on the ground level. She uses her vehicle to transport children. This is her first inspection since registration. Lauren is a qualified midwife.

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 31 July 2023. We visited the location's service on 7 August 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.

We sent parental questionnaires to parents.

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.

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

Lauren has a cleaning programme established that included the daily routine of cleaning, floors and surfaces. Items that babies place in their mouths are washed frequently throughout the day and equipment such as highchairs and changing mats cleaned after use. Toys to be cleaned on a weekly basis.

Policies such as 'exclusion policy' support Lauren's business. This informs parents to keep an unwell child at home to prevent the spread of any infection. If children become ill at the setting, parents will be contacted to collect their child and then a thorough cleaning process implemented.

All areas used for childminding were clean. The kitchen area was sectioned off by a child safety barrier. Children were supervised in this area at all times when enjoying a snack. Children had been provided with packed lunches by their parents, who are requested to supply an ice pack for any perishable food products.

Records are stored in a secure place.

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

We discussed how Lauren assessed the children’s needs and how she records their developmental progress. Although Lauren did not complete observations that she kept recorded within the child’s file, she did provide information to parents via ‘what’s app’ along with photographs. This was confirmed by parental feedback.

Lauren was observed to provide care and a service that provided resources and activities that promoted the child’s wellbeing. She supported children through play to achieve their milestones and parental feedback conformed that she had supported and provided advice when requested to parents.

Lauren was aware of other professionals that could be contacted for advice if needed. She was also aware that good communication with parents provided a basis working in partnership to meet the best needs of the child.

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.

There were three minded children and Lauren's own child present during the inspection. Lauren ensured that all children were treated and cared for with equal concern. No child was favoured over any other.

One of the children was asleep when we arrived, when the child woke up, they were received with cuddles and reassurance as there was a stranger in the home (the inspector). The child was completely content with Lauren and was soon playing alongside the other children. Another child was fairly new to the setting but was happy playing with the toys and interacting with Lauren. Lauren was aware of signs of when this child was tired and what they needed to feel comfortable to settle for a nap.

During snack time each child was provided with a drink and a choice of snacks. The inspector asked one of the children if they liked coming to play at Lauren's home, and they nodded with a big smile on their face.

Maintaining children's privacy, dignity and independence respected.

Lauren was aware of the need to provide privacy and dignity for children, in particularly during nappy changing times. She stated that she would use a changing mat and position herself to provide privacy to the child but was also in a position that she could still be aware and in sight of the other children.

Lauren provided examples of developing a child's independence such as 'patience to encourage younger children to put on own coats, shoes where appropriate'. She understood that children needed an environment to thrive and learn to reach their developmental 'goals/ milestones'.

She was aware of other agencies for examples 'health visitors' that could provide help for a parent if she thought a child was not meeting their goals. But she said she had not had any concerns with any of her minded children.

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 an improvement in this area.

This service was found to be responsive.

Delivering personalised care

During conversation, Lauren stated that she would meet with parents prior to their child registering with her; this was for both parents and Lauren to gather information about the service offered and expectations. Parents are requested to complete a ‘record of information’ about their child, which provides details about the individual needs of each child.

Lauren stated that she plans her activities and places to go depending on the age of the children and to the weather conditions. She provided indoor activities at her home and attended ‘tots’ groups which provided an opportunity for the children to socialise with others. This also provided activities such as singing/ music as an alternative to those at her home base. Lauren also meets with other registered childminders on outings and was fully aware to supervise her minded children at all times.

Parental questionnaires confirmed that Lauren provides ‘daily feedback’ to parents regarding their child’s activities and progress. Parents feedback include; ‘Lauren discusses with me at the end of each day how **** has gotten on, and sends regular texts and photographs of what they are getting up to! Any illness/injuries are always reported in a timely manner’. Lauren has not registered with the Information Commissioner in respect of using her mobile phone to send messages and photographs. She will need to register to comply with the ‘general data protection regulation’ (GDPR), or she can provide information to parents on paper and give this to them.

Action we require the provider to take

Key areas for improvement

- Lauren must register for GDPR with the Information Commissioner

If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.