

# Inspection Report & 2023-2024

**Gillian Crawley**

Childminder

26<sup>th</sup> July 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 26<sup>th</sup> July 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Gillian Crawley 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 two rooms used for childminding were on the ground floor and were clean, well equipped, well laid out and light and airy. There was also a well-equipped secure outside space which the children use under supervision.

During the visit the childminder continued to engage with the children. The children were of differing ages so Gillian adapted the activities to suit each child. One child was older and it was their first time at Gillian's, they were being minded for the school holidays, they were initially a bit unsure and quiet. Gillian was encouraging but allowed them space to get used to things, whilst checking in regularly; at the end of the visit the child was engaging with Gillian happily.

The childminder encourages learning through free-play and they take lots of outings outside of the house. The childminder allows the children to go at their own pace with encouragement. . She is an experienced childminder and uses her experience to recognise any development issues which may cause concern.

Gill has some children for pre-school and with them she takes a more structured approach they have worksheets for numbers, writing and other activities.

Gillian's records were good, she appeared well organised and had systems in place to support her in delivering her service.

### **The following are comments from parents**

"Gill keeps them busy and engaged with trips to the park, beach, feeding the ducks etc. She engages with them playing, doing puzzle, art and crafts etc. I feel with all my children and currently [...] had been lucky enough to have Gill in their lives."

"[...]’s numeracy, letters and problem solving skills I think have been enhanced through the efforts Gill puts in with the children."

"Her house is always clean, she is approachable, flexible and always smiling. The time, care and effort she has made with all [...] of my children is above and beyond. They have all been very happy in Gills care. I would recommend her above anyone else. My son is so settled, happy and reaching his milestones quickly that he will be staying with Gill for pre-school instead of attending a nursery."

What do you think the childminder does well? "Everything, couldn't recommend her more"

Are you happy with the care being provided? "Yes, it's excellent"

"I am absolutely delighted with the care Gill provides for my son. [...] is my 3rd child to be in Gills care. She is a motivated, hands-on caring individual. Even on weekends my son will ask to go to Gills house."

**About the service**

Gillian 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

Gillian lives in Ramsey and has been a registered childminder for many years. The areas of the premises used for childminding are on the ground floor, it comprises of one large kitchen area and a lounge room for sleeping and other activities if needed. The children also have access to the well-equipped secure outdoor space.

Activities are planned on a daily basis, for activities outside of the home the childminder will transport the children in her own car.

**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 23<sup>rd</sup> May 2023. We visited the service on 26<sup>th</sup> 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.

**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 Gillian

## SECTION C Inspection Findings

### 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 require improvement in this area.

This service was found to be safe.

#### **Prevention and control of infection**

There were policies and procedures in place for the cleaning of toys, resources and the premises. Toys are cleaned at the end of the day or more frequently if required. Gillian has a daily check list which is completed each morning before the children arrive. This includes checks on the following, cleanliness, bins, room temperatures and Fridge temperatures,

The nappy changing mat was stored in a cupboard and was clean and in good repair. PPE, gloves, aprons, nappy sacks, and antibacterial spray was available and used whilst changing nappies. There is a separate bin for wet nappies which is emptied daily; soiled nappies are double bagged and are put into the outside bin. There is an intimate care policy in place which had been reviewed in May 2023.

The fridge temperatures were checked daily and were within the accepted range, any food that is for the children is stored on a separate shelf in the fridge. Gillian has her food safety training certificate.

There was an exclusion policy in place regarding illness of a child; this had been reviewed on 13<sup>th</sup> May 2023.

#### **Assessing Risk, Safety monitoring and management**

There are detailed risk assessments in place with actions to minimise risks. These are dated and were reviewed in May 2023; they are kept together in one folder.

Safeguarding training was up to date and there was a Safeguarding policy in place which was signed, dated and reviewed.

PAT (portable appliance testing) had been done previously and there were records to show this. The current certificate ran out on 23<sup>rd</sup> July 2023 so this needs renewing.

All records were stored securely on a high shelf in a downstairs cupboard which could be locked.

### **Action we require the provider to take**

Key areas for improvement:

- PAT testing needs to be renewed / completed for all appliances.

## 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**

All children have an individual file with detailed information on each child. They were all signed and dated as appropriate.

Gillian encourages learning through free-play with lots of outside activities, both outings and using the secure outside space and the nearby park.

She believes in providing a stimulating, safe, caring and encouraging environment for the children to enable them to develop their learning and self-esteem.

Gillian allows the children to go at their own pace as she recognises that all children learn differently and at different stages. She uses her experience to observe the children and recognise any issues which may cause concern and she would speak then to the parents and possibly recommend speaking to the health visitor or other professional.

Gillian does regular structured art play with all the children.

She has some children for pre-school years and she has a more structured approach with them. They have worksheets for development regarding numbers and writing which are kept in a folder and are given to the parents at the end of the year. She also does more formal observations regarding their development.

Gillian speaks to the parents each day regarding their child and what they have been doing throughout the day.

During the inspection Gillian was seen to be engaging continually with the children present, she adapted her approach depending on the age of the child involved. There were a range of activities suggested/ provided for the children to decide which they wanted to do.

Feedback from parents confirms that they recognise the role Gillian plays in the development of their children. “[...] numeracy, letters and problem solving skills I think have been enhanced through the efforts Gill puts in with the children.”

## 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.**

Each child has an individual file in which Gillian keeps their personal records. These had information given by the parents on their likes/dislikes and preferences. There is also a section which has specific information about the child in each file.

On the day of inspection there was an older child who was attending for holiday club. It was their first day with Gillian, at the start of the inspection they were very quiet and withdrawn. Gillian allowed them time to get used to the setting whilst checking in frequently to see if they were OK and to encourage them to join in; they were offered a range of activities and were reassured frequently. At the end of the inspection the child was engaging more positively and happily with Gillian.

There was lots of free-play with the younger child choosing their own activities, Gillian was attentive but had a hand off approach to allow them to explore independently; they were allowed to access the garden and were observed from a safe distance. The interaction observed was caring reassuring and encouraging.

#### **Maintaining children's privacy, dignity and independence respected.**

There was a confidentiality policy in place which had been reviewed in May 2023. All parents have access to this as part of their contract. We also had a discussion regarding the need for confidentiality regarding the children whilst out and about.

All records are kept on a high shelf in a cupboard which can be locked. The retention policy of 10 years after the child has left the service for all paperwork, after this period all records must be destroyed confidentially.

During the inspection the child minder was observed allowing a younger child to safely access the garden independently to choose their play activities whilst observing from a safe distance.

Older children who attend purely for pre and after-school and for holiday club can access the nearby park independently with parental permission. Signed and dated permission forms were seen for this. The proximity of the park allows the minder to continue to observe the children from a safe distance whilst allowing some independence.

The children were encouraged to choose their activities during the inspection.

## 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 not require any improvements in this area.

This service was found to be responsive.

#### **Delivering personalised care**

There were detailed records in place for each child minded, these reflect their interests/like/dislikes. Notes on the children were made daily and this was fed back verbally during drop of and collection to the parents.

Children were encouraged to choose their activities and toys and what they wanted to do during the inspection. Gillian uses her back garden and the local park for outdoor activities. She has a range of outdoor toys that are suitable for the various ages minded, there is no differentiation between toys regarding gender all toys, bikes and scooters are used both all children according to their choice.

Activities are planned daily and depending on weather and the children being minded they tend to go out in the mornings to do various activities, park, walks, beach etc. During term times the daily routine has to be fitted in around school drop off and pick up, Gillian starts minding at 7am for school drop off and collections can be as late as 6pm. All parents are made aware that Gillian undertakes school drops and pick-ups.

Toys are chosen to reflect diversity, with some dolls, books, games and puzzles available. Discussion around alternative family units with the children takes place in a natural way using same sex couple friends; i.e. like xxx has two mummies.

The minder has planned a more scheduled structure starting in September for the three children of pre-school age.

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.