

# Inspection Report & 2023-2024

**Gemma Pearson**

Childminder

31<sup>st</sup> 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 31<sup>st</sup> August 2023 The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Gemma Pearson 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 property is a two storey building with minding taking place on the ground floor in a secure light bright and airy lounge /diner. The children don't generally have access to the kitchen; this is gated as the minders dog is kept in this area whilst the children are being minded. The area is well laid out to encourage activities and toys are readily available for the children to choose from.

All areas were well presented, in good repair and appeared clean.

The child present during the visit appeared to be happy and adjusted in the setting. They remained the focus of the minder during the visit and were encouraged to choose their activities. The interaction observed between the minder and the child was appropriate for their age.

Gemma encourages learning through play and encourages natural development through play. She was aware of the children's development needs and has observation records which show the development on each child.

Gemma was organised and had systems in place to support the provision of her service.

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

"Gemma is very approachable and always has time to chat if we need to talk to her about anything related to our little one"

"Our [child] absolutely adores Gemma and her household family members. Whenever we pull up outside [they] always gets super excited and is full of smiles."

"Gemma she has exceeded our expectations, it was such a nervous time for us when choosing childcare but from the very beginning Gemma has put my mind at ease and it's so lovely to see how much our [child] loves going to her."

"Gemma is very good with [our child]; she manages [their] odd paddies well and brings [them]out of it smiling and laughing. She's always doing activities with [our child] and the others and [our child] loves this."

"I hear from Gemma daily throughout the day on days that [..]is with her. Gemma is very good with communication and even helps with advice out of hours when [theyare] not with her which is very helpful."

"She treats {...] like her own in the best way. Lots of cuddles and comfort if needed. They look like they have lots of fun, she's always making [...] laugh! Her communication with us is brilliant too, nothing is brushed under the carpet"

"We have full trust in Gemma and a very good relationship. We have no concerns what so ever."

"Gemma offers the kids home-like environment where they are well looked after. They do loads of activities, go on trips, do craftings etc. Kids seem to be having a really good time."

"We consider ourselves very lucky to have Gemma as our childminder and are very happy with her services"

**About the service**

Gemma 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

Gemma lives in Castletown and has been a registered childminder for many years. The areas of the premises used for childminding is a secure light bright and airy lounge /diner.

Activities are varied and planned on a daily basis. For activities outside of the home the childminder will walk or transport the children using public transport as well as using their own vehicle.

**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 17<sup>th</sup> August 2023. We visited the service on 31<sup>st</sup> 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.

**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**

Feedback was given to Gemma

## SECTION C Inspection Findings

C

### 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 improvements in this area.

This service was found to be safe.

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

Gemma has procedures in place to ensure that all resources, toys and the premises were inspected and wiped daily. Toys are wiped daily and deep cleaned, where possible, monthly. All soft toys are washed monthly.

All areas utilised by the children appeared clean and were bright and airy. They were secure, fit for purpose and in good repair.

All children had their own lunch bags/boxes provided by the parents which contained individual ice packs. Gemma has completed her Food safety training and is registered with DEFA. Meals are eaten at the dining room table which was wipe able with high chairs being available if required. All surfaces appeared clean.

There is an exclusion policy in place regarding illness. There is also an infectious illness policy in place which had been reviewed in July 2023.

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

Risk assessments were in place which were comprehensive and clear. They had evidence of being reviewed annually with the last review being in July 2023.

There is a separate Fire risk policy with clear emergency evacuation plans, this had also been reviewed in July 2023.

There is a Medication policy in place, this was dated and showed evidence of regular reviews taking place.

Safeguarding training was up to date and there was a safeguarding policy in place which had been reviewed in July 2023

All equipment was PAT tested in May 2023 with a certificate of compliance available.

All records were stored securely.

## 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**

Gemma promotes a learning through play environment; she uses her outings and activities to bring learning to the children ie talking about nature, colour or by collecting items to discuss and use in other activities later. She uses observations of the children to assess their development and records these in their personal files. If there are concerns she would raise this with the parents of the child; parental feedback received confirms this. She uses her knowledge of child development to the benefit of the children in her care.

Gemma records observations on the child’s development and makes daily notes about the children which are shared with parents during drop off and collection times.

There is a wide range of resources available in the house and 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 with choices being offered.

During the inspection the children were asked what they wanted to do later in the day, it appeared that the children were listened to and their choices taken into account.

Gemma discusses with parents regarding the children’s preferences, likes and dislikes, these are recorded in their folders. Gemma will adapt and personalise activities to the individual needs and preferences of 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 require 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.**

Information from parents re likes /dislikes and preferences are on the children's records. This is gathered from the parents during discussions with parents and on the information the parents supply as part of the contract agreement. During daily handover and collection any changes are discussed and noted. Parental feedback confirmed that Gemma stays up to date with the children's needs via effective communication with the parents.

During the inspection Gemma constantly interacted and engaged positively with the child present. There was lots of positive praise and encouragement used, as well as gentle correction when required.

She ensured that the activities were age appropriate for the child who was present.

During the inspection they 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.

The child responded well to Gemma, they were very relaxed and there was lots of laughing involved. The minder took time to listen to the child and answered their questions appropriately

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

During the visit the child was observed being encouraged to play freely and to choose the toys and books they wanted to use

There is a confidentiality policy in place to which parents have access as it forms part of the initial contract. There is also a mobile phone policy in place to prevent use of mobile phones around the minded children.

The childminder is not currently registered under data protection.

All records are stored securely.

Consents and permissions are in the initial contract signed by the parents.

Gemma has an intimate care policy, children are changed away from the group, but in the same room so she can continue to observe the other children she uses a changing mat on the floor for this purpose.

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

Key areas for improvement:

- Gemma needs to complete her data protection registration.

## 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**

Records were held for each child including diary notes for daily activities which were shared with the parents when they collected their child. These show activities and routine information such as sleeps, food and nappy changes.

Activities are planned daily with the children dependent on the children present and the weather.

Lots of activities involved using public transport, private vehicle or walking and included visits to Port Erin, the beach and the use of local public parks.

During the visit they discussed what they were going to do later that day, the child was able to help choose. The child was fully involved during the inspection in choosing the activities they wanted to do.

Cultural needs are identified as they are included on the paperwork from the parents and these are incorporated into activities where appropriate.

There are some toys, books and activities which reflect inclusion being promoted. There are non gender specific toys in the setting.

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.