

# Inspection Report & 2023-2024

**Carole Collard**

Childminder

17<sup>th</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 17<sup>th</sup> August 2023 The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Carole Collard 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 setting is a rural setting with minding being provided in a large and airy lounge with access to the kitchen and an outside space in the back garden of the property. The lounge area is well laid out to encourage activities and toys are readily available for the children to choose from. There is a parrot present in the property, this is caged when the children are present  
All areas were well presented, in good repair and appeared clean

The children present during the inspection appeared to be happy and well settled. The children remained the focus of the minder throughout the visit and they were encouraged to choose their activities with praise and encouragement being given through the independent play. The interactions observed between the minder and the children were responsive, informative and appropriate for their age.

Carole has a learning through play approach which encourages learning and development through play. She used this approach to personalise the communications around the child's interests to incorporate learning. She was aware of the children's development needs and has observation records which show the development on each child.

Carole had good records, she was appeared organised and had appropriate systems in place to support the provision of her service.

**The following are comments from parents**

"Carole has been extremely accommodating with [...] after her last childminder discontinued her care without notice. She has adjusted her setting especially for [...] and plans her day around her naps etc.

"Carole welcomes children into her loving home and provides a home from home setting. She is extremely caring and nurturing towards the children making them feel safe and loved in her setting."

"She maintains a stable routine for the children and is always calm and happy around them."

**About the service**

Carole 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

Carole lives in Santon and has been a registered childminder for many years. The areas of the premises used for childminding comprises of one large play room (lounge ) with the children having the use of the adjoining kitchen and back garden also.

Activities are varied and planned on a daily basis according to the needs and ages of the children. 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 2<sup>nd</sup> July 2023. We visited the service on 17<sup>th</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 Carole

## 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 improvements in this area.

This service was found to be safe.

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

Carole has policies and procedures in place to ensure that all resources, toys and the premises were inspected and cleaned regularly. Toys were wiped down daily, and washed if required, with all toys were washed, where possible, weekly.

All areas utilised by the children were clean and in good repair. The toys and equipment used with the children looked clean and fit for purpose.

The kitchen had surfaces which were wipe clean and tidy. The table the children used was also clean and had a wipeable surface.

All children had their own lunch bags/boxes provided by the parents which contained individual ice packs and were kept on a separate shelf in the kitchen. Carole has completed her Food safety training.

Children were changed in an area of the house which was positioned to allow privacy for changing whilst ensuring that the children in the lounge were still able to be observed. The changing mat was clean but needed replacing as it was showing signs of wear and tear. Potties were provided which were clean and in good repair, steps were provided for toilet training purposes. Cleaning sprays were available.

As Carole has a parrot, there is a pet policy in place. The parrot is caged whilst children are present and the cage is cleaned daily. There was no evidence of contamination from the parrot visible in the lounge or other areas of the house.

There is an exclusion policy in place regarding illness. Carole had comprehensive information available regarding infectious diseases which she shared with parents as needed.

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

Risk assessments had been carried out for the premises and the activities undertaken by the childminder.

These were thorough and clear with actions plans to ensure risks to the children were minimised. They were dated and showed evidence that they had been reviewed regularly and a forward review date showed that they were reviewed annually.

This included a Fire Risk Assessment and evacuation plan which had also been reviewed recently.

There is a H&S policy which had been recently reviewed.

Medication policy in place signed dated and reviewed

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

All equipment was PAT tested.

All records were stored securely in a locked cupboard. There was retention policy in place.

## Action we require the provider to take

Key areas for improvement:

- The changing mat needs to be replaced.

## 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**

Carole promotes a learning through play environment. She uses observations of the children to assess and record their development and if there are concerns she would raise this with the parents of the child. She uses her knowledge of child development milestones to the benefit of the children in her care during planning of activities and play.

During the inspection Carole was engaged with the child present continually. There was lots of positive praise and encouragement used during the play activities. She ensured that the activities were age appropriate for the child who was present whilst allowing them 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. Carole was observed facilitating a learning conversation around the interests and needs of the child.

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. Carole uses dance and song to encourage development. During the inspection there was a lot of interaction with the child present regarding what activities they wanted to do, the child was listened to and their choices taken into account.

Carole discusses with parents regarding the children’s preferences and 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 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.**

Information from parents re likes /dislikes and preferences are on the children's records. This is gathered from the parents before starting with Carole but is updated regularly when new information is shared by the parents.

Throughout the visit the interactions observed between the minder and the child was appropriate for their age. The child remained the focus throughout the visit and Carole continually encouraged and interacted with the child present. This was done in a natural and caring manner. She encouraged independent play but made suggestions on improvements changes and praised them when they managed to complete it. The child appeared to be relaxed and comfortable with Carole and responded well to her. She took time to listen to the child, engaged them in conversation and answered appropriately.

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

The childminder allows positive risk taking after appropriate assessment to develop the children and allow the development of independent thinking. During the visit the child present was observed being encouraged to play freely and to choose the toys and books they wanted to use.

There is a confidentiality policy which has been reviewed in June 2023; this includes parents access to records and the storage and retention of records. Parents have access to this policy which forms part of the initial contract. The childminder is in the process of registering under data protection to enable future use of electronic communication methods. All records are stored in a locked cupboard.

Consents and permissions are in the initial contract this include the presence of a pet parrot on the premises.

Personal care, nappy changes are completed in an area of the adjoining kitchen area, which allows privacy whilst allowing the childminder to remain aware of what is happening in the main area. Children are encouraged to be independent in toileting as they develop, there are potties and toilet steps provided for this.



## 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 daily diaries 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.

Daily diaries also show evidence that activities are personalised to the children; i.e. a family connection with Scotland was used to focus play and activities around Scotland.

During the inspection the child mentioned a forthcoming trip to UK this was then used to discuss the venue, Chester Zoo, and what they might see, favourite animals etc and also how they were getting there, this was an informative learning experience for the child which developed from the initial conversation.

The children’s records showed preferences/likes/dislikes.

The child was fully involved during the inspection in choosing the activities they wanted to do. They were also involved in planning the activity for later in the day with the activities planned and personalised according to their preferences and needs.

Cultural needs of the children were addressed as appropriate; Carole discussed how she had previously integrated different cultures into the setting by learning words in other languages based on the children’s background, these were then incorporated into the setting and used where it was appropriate with the children.

There is a comprehensive equal opportunity policy in place to ensure an inclusive environment for all children.

There are resources, toys and books, provided which reflect diversity and inclusivity.

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.