

Inspection Report & 2023-2024

Claire Parker

Childminder

10th October 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 10th October 2023 The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Claire Parker 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 dining room had direct access to a secure fenced garden and patio area which is used by the children during the summer months when the weather is fine.

The children don't generally have access to the kitchen which is gated to prevent access. The area is bright and well laid out to encourage activities and toys are readily available for the children to choose from.

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

The children present during the visit appeared to be happy and adjusted in the setting. They remained the focus and priority of the minder during the visit and were observed choosing their activities and being encouraged to do things for themselves. The interactions observed between the minder and the children was appropriate for their age.

Claire encourages learning and development naturally through play. She was aware of the individual children's development needs for their ages and has development and observation records which show the development on each child.

Claire appeared to be well organised and had systems in place to support the provision of her service. Personal records were kept securely.

About the service

Claire 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

Claire lives in Foxdale and has been a registered childminder since 2018.

The areas of the premises used for childminding are a secure light bright and airy lounge /diner with sliding doors leading to an enclosed garden with patio area.

Activities are varied and planned on a daily basis according to the children's preferences. For activities outside of the home the childminder will walk or transport the children 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 6th September 2023. We visited the service on 10th October 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 the childminder.

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

The premises and all areas utilised by the children appeared clean and were bright and airy. They were secure, fit for purpose and in good repair. All equipment appeared clean and in a good state of repair. All surfaces were able to be wiped clean after use.

Claire has procedures in place to ensure that all equipment used such as car seats, nappy changing mats, high chairs are checked and cleaned after each use. This was observed during the visit during a nappy change.

Toys are also wiped daily and deep cleaned weekly as required. All children have their own bottles and crockery for individual use.

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

There is an exclusion policy in place regarding illness and infectious diseases dated December 2022.

There is an intimate care policy in place dated December 2022.

There is a Medication policy in place dated December 2022.

There is a safeguarding policy in place which is signed and dated but it needs some slight amendments to ensure it reflects the requirements.

Claire has undertaken safeguarding training and has a current, in-date, certificate for this.

Lie flat prams are used by the children to sleep in the dining room; in good weather they may sleep outside on the patio, in the prams with the sliding patio doors open. Claire is able to observe the children in both of these areas at all times from the other areas used for minding.

Assessing Risk, Safety monitoring and management

Risk assessments were in place which were comprehensive and clear. There was no recorded evidence of them being reviewed as required.

There is a fire risk policy within the risk assessments with clear emergency evacuation plans and a visual plan of the building.

All equipment was PAT tested with evidence of this being undertaken in July 2023.

All records were stored securely.

Action we require the provider to take

Key areas for improvement:

- Regular reviews for all risk assessments need to be clearly recorded.

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

Claire promotes a learning through natural play environment; she uses her outings and play activities to encourage learning with the children i.e. counting steps as they use them, referring to colours when out or by collecting things to use in activities.

She has individual diaries for each child in which she records nappy changes, feeds, events of the day and milestones achieved. These are given to parents at the end of the day and parents can also add comments.

She makes 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 and signpost them to relevant professionals if she felt it necessary.

She uses her knowledge of child development to the benefit of the children in her care.

During the visit the interactions observed were appropriate to the age of the children. The children appeared to be settled and relaxed with Claire.

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.

Claire was observed to be encouraging and allowed opportunities for the children to try things for themselves.

Claire discusses the children’s preferences, likes and dislikes with parents and these are recorded in their individual folders.

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 Claire was observed giving appropriate cuddles and reassurance to the children. She had good interaction with the children who seemed at ease with her and the children responded well to her. She was attentive to their needs at all times during the inspection despite my presence and took time to answer their questions.

The individual children files had information regarding their preferences like and dislikes and Claire speaks to the parents at each handover

Maintaining children's privacy, dignity and independence respected.

There was a confidentiality policy which was in the parent's contracts with a copy in the policy folder. It was signed and dated December 2022

All records are kept locked when not in use.

Individual daily diaries are used and these are handed to parents during collection/drop off.

During the visit Claire was observed doing two nappy changes; these were done just outside of the room/in the corner of the room to give some privacy but still allowed Claire to observe the other children present. The changing mat was cleaned after each use and appeared clean and in a good state of repair. Claire has more than one changing mat.

The children were observed choosing their own toys and being encouraged to do things for themselves, put on wellies and collect coats, during the visit.

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.

Claire uses individual diaries to communicate with the parents; the parent can use these to note any events significant for the child which Claire will try and work into the day’s events. Birthdays are celebrated and there was evidence of this during the visit.

There is an inclusion/additional needs and behaviour policy in place and there were items in the home that indicated an awareness in these areas.

Toys and resources available reflected diversity in their provision including books, games and toys. There was a same sex wedding photo on display amongst other photos.

We had a discussion regarding alternative family groups, religion, culture, race and disability and Claire was able to explain how she integrates this diversity into the setting with the children.

Claire plans activities daily according to the children present on the day and the weather. The children were asked what they wanted to do and were encouraged to prepare themselves for these activities, choose their own toys and get their wellies, coat.

Claire attend pre-planned activities regularly i.e. toddlers groups and also prepares in advance for pre-planned activities such as sand-play and arts and crafts sessions with the children.

She usually incorporates a trip to the park before or after school collections depending on the weather.

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.