

Inspection Report & 2023-2024

Teresa Mellor

Childminder

12th 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 12th October 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Teresa Mellor 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 areas used for minding purposes were on the ground floor of the premises, comprising of a large airy lounge and a separate kitchen /diner. The children also have use of the back garden which is accessed via the kitchen area. The areas used were secure, well laid out, comfortable and clean.

There was a range of resources and toys for the children to access and they were able to choose and play freely with those available.

During the inspection the interactions between the children and Teresa were observed to be caring and appropriate. They were observed providing appropriate support to the children present and used appropriate physical contact such as cuddles to comfort and reassure the children when required.

Whilst the service appeared to be well organised and caring there are some administrative areas that need reviewing.

About the service

Teresa 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

Teresa lives in Peel and is an experienced childminder with many years' experience.

The majority of Teresa's minding currently, is providing school drop offs and after school care, although she does still provide day care to a limited number of younger children.

The areas in the premises used for childminding are well presented, clean bright and fit for purpose. The garden is secure and appeared to be safe.

Daily activities outside of the house are facilitated; the childminder doesn't use a vehicle to transport the children as she prefers to walk to the varied local amenities, the beach and parks, and the local school which are all within easy reach.

Notice of Inspection

This inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

We visited the service on 12th October 2023.

What we did before the inspection

We reviewed information we received about the service since the last inspection.

During the inspection

All administrative paperwork was checked as per requested information.

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.

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 childminder uses the kitchen/diner and lounge area of the home for minding. All areas appeared to be clean, in good repair and were well lit. There are stair gates in place to prevent access to some areas of the home as required.

There was a cleaning schedule in place. All equipment and surfaces are wiped clean after use and then deep cleans equipment and toys as needed weekly. All equipment and toys looked to be clean and in good repair.

There are appropriate booster seats for use at the table.

The garden was secure and had appropriate play equipment which appeared to be fit for purpose, clean and in good repair. Some of the equipment had brought inside to use in kitchen during winter.

The childminder provides mainly after school care so parents provide snacks and biscuits for the children, these are kept in individual cool bags/boxes with ice packs; food safety training has been completed and is up to date.

Assessing Risk, Safety monitoring and management

There were has risk assessments in place which were reviewed in March 2023. These were not felt to as effective as they could be as there were some risk areas and action plans missing.

There was a fire risk assessment in main risk documents with a visual evacuation plan available on the wall in the kitchen. Fire alarm tests whilst being completed every week were not evidenced or recorded. It was stated that fire drills take place every half term, again there was no evidence to show these had been completed. There is a fire blanket in the kitchen.

There are Intimate care, Health and Safety, and Fire policies in place, these need dating and reviewing regularly.

There is a safeguarding policy in place which was reviewed in March 2023; safeguarding contact details need up-dating and it needs to include procedures regarding allegations against the childminder.

Action we require the provider to take

Key areas for improvement:

- Risk assessment documents need to be reviewed to ensure they are specific to the service area and show the perceived risk and any actions taken or actions required to make the area safe. Reviews need to show the full date
- All policies need to show the full date of reviews. They must be fully read and reviewed regularly to ensure they are relevant, current and the information is up date as required.
- All safety checks undertaken must be clearly evidenced and recorded appropriately.

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 require improvements in this area.

This service was found to be effective.

Children’s care and development needs are assessed, supported and promoted

There is an individual file for each child minded, these show the required information for each child. The child minder knows the children well, many having been with her for several years, and they are able to express their preferences and like and dislikes. There is a verbal daily handover completed with each parent.

There are notes kept on the childminders calendar showing the attendance times of each child by name only; the attendance record needs to have the full name and date of birth of each child recorded on the document.

The childminders afterschool routine usually includes the completion of any homework after which the children can use their own individual i-pads or play games and relax in the lounge. They have their own snack if they wish.

With the younger children who are minded during the day the routine is usually outside activities during the morning, lunch back in the house and in the afternoon sleep time if needed, free play with toys before doing the school pick ups.

The childminder applies the principle of learning through free play and normal daily activities.

Due to their experience the childminder has an understanding of the development milestones for each age group and if there were concerns regarding any development milestones then these would be discussed with the parents during handover.

The childminder constantly observes the children and will make brief notes on her childminding calendar regarding the children i.e. sleeps and feeds. She does a verbal handover with the parents and will show them photos she has taken during the day.

Action we require the provider to take

Key areas for improvement:

- The record of attendance must contain the full name and date of birth for each 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 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 are individual folders in place which reflect the likes/dislikes and preferences of each child. The childminder also speaks to the parents and listens to the child and allows them to choose and express their preferences.

She communicates with the children to help decide what activities they want to do.

During the inspection the childminder was observed interacting with the children present. She had a young child who she comforted as needed and was very natural in her approach. The interactions observed were appropriate for the age of the children and the childminder was approachable, listened to children and responded to their questions.

We discussed the afterschool procedures. It was stated that she allows children to choose their own activities after they have completed any homework they have.

Maintaining children's privacy, dignity and independence respected.

There is a confidentiality policy, a social media policy, a sharing of information policy and a records retention policy in place. These showed evidence of having been reviewed on a cover sheet, but needed to show the full date of review as previously mentioned.

The kitchen area is used to allow the children to sleep in their prams as required, this afforded some privacy whilst allowing her to still observe them and the other children present.

All children are encouraged to make their own choices regarding their preferred activities and the older children are encouraged to do things for themselves where appropriate.

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

Children’s records reflect likes, dislikes and preferences. The planning of activities is done day to day depending on the weather and the ages and preferences of the children attending

The childminder speaks to parents at handover and uses these conversation to ensure she meets the needs of the children.

The afterschool children are asked for their opinions and are old enough to express what they want/like to do and to choose activities for themselves.

The child minder was aware during discussion of the need to be inclusive and her role in increasing awareness of diversity within the children through discussion and the provision of resources to reflect these; she has an additional needs policy and behaviour policy in place.

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.