

Inspection Report & 2023-2024

AIMEE CAIN

Childminder

3 November 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 3 November 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Aimee Cain 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 home was clean and in a good state of repair and decoration. There were different rooms for the children to play in, including the lounge and playroom.

Parental feedback confirmed that they were happy with the level of care provided by Aimee and felt supported.

There are some requirements that need to be completed by Aimee, who assured the inspection team that these will be implemented.

Aimee provided a wide variety of activities that included both indoor and outdoor play at her home. Whilst also attending children's activity groups and visiting other places of interest, for example the 'Wild life Park'.

Parental feedback comments

'Extremely good interaction skills with *****, they have a motherly / son bond and our son has a great trust with Aimee.

'Fun activities and great energy making ***** stay interesting and exciting at all times from the moment ***** arrives to the second ***** leaves'.

'Get up and Go - Lots of Energy and happiness Aimee provides we never have a bad day when *****returns home'.

'Having lots on fun filled days in a safe environment'.

'Calmness and control of the children at all times and you can see all the children are enjoying their stay'

'The house is clean and safe with a large kitchen table the children do their craft and early learning on. ***** also benefits from a playroom at the front on the house with plenty of children's toys which him and his other friends who are at Aimee's house love playing with them'

'I think Aimee works extremely hard exerting a lot of her energy into the children, she's looking after, and we are lucky to have her take ***** to have fun on the days we both work. ***** going to our childminders house it gives him some change of scenery and a nice balance to his young life. ***** is coming on so well and his such a happy little boy, who is always super excited to be going to "Me-Me's" house'.

About the service

Aimee 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

Aimee has been a registered childminder for 3 (three) years. She lives in Peel and uses her car to transport children as well as walking. All childminding rooms/ activities are based on the ground level of the premises.

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 5 September 2023. We visited the location's service on 3 November 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.

We sent parental questionnaires to parents of minded children

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.

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 any improvements in this area.

This service was found to be safe.

Prevention and control of infection

We discussed Aimee's cleaning routine for the areas used for childminding purposes. Aimee stated that she clean toys and surfaces daily with antibacterial wipes and also uses a steam cleaner on the surfaces, walls and floors. Toys cleaned immediately if a child had put them near their mouth.

She uses liquid soap and paper towels to clean children's hands when at her home. If there is no access to these when on an outing she will use 'antibacterial hand gel'.

Followed by a thorough clean at the weekend.

She follows the guidelines from Public Health regarding the Infection Control and had completed an 'online' training course. Aimee stated that this gave her a deeper understanding to ensure her practices were as safe as possible.

Aimee has policies and procedures in place that include the 'exclusion of a child with an infectious illness'. Parents are requested not to take their child to the provision if the child is unwell.

Records showed that Aimee had completed First Aid training in February 2020, this expires after 3 years. Aimee told us that she had booked training but had to cancel due to contracting Covid and also the training provider cancelled on another occasion. Training has now been booked for 9 December 2023.

Safeguard training had also expired in February 2023 and must be renewed, details regarding how to complete the training have been forwarded to Aimee.

Risk assessments had been reviewed in September 2023, and require some further detail as discussed during the inspection.

Aimee explained where and how she kept 'paper' records in a secure place.

Action we require the provider to take

Key areas for improvement:

- First Aid and Safeguarding Training to be renewed
This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records
- Further information to be completed on 'risk assessments'
This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records

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

Aimee provides information regarding the children’s activities, along with photographs to parents via ‘Whatsapp’. She stated that she also gives a daily update on the individual child’s day to parents when they are collected. This was confirmed in the parental feedback

She stated that she has discussions with parents regarding their child’s likes and dislikes and soon is aware of their individual favourite toy or dressing up outfit. Aimee said she would ensure that their favourite items would be ready for when each child arrived.

We discussed what action would Aimee take if she felt a child was not meeting their developmental milestones. She stated that she would discuss any concerns with the parents and provided advice or direct the parents to speak to the Health Visitors.

Aimee had a wide variety of toys, books and arts and crafts. She also talked about taking the children on outings and going to children’s activity groups. One parents stated ‘Aimee has a different plan every time **** there whether that be a trip to the wildlife park, Ramsey park, Onchan park, mums and tots. The list is endless, and so is the crafts and baking along with added learning and development time’.

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 an 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.

The children appeared to be happy and comfortable with Aimee. Children were provided with attention and cuddles and they responded to Aimee positively. Aimee listened to the children and spoke kindly to them. One parent stated 'I feel both *****and ***** needs are completely met by going to Aimee and she has become like a member of our family in that I absolutely know she looks after ***** with a real motherly quality that you simply could not emulate in a nursery setting'.

We checked several of the children's individual records and they all contained information from the parents regarding their child's individual needs and preferences. Parental feedback also confirmed that Aimee met with parents several times and provided an opportunity for their child to become familiar with Aimee and her home.

As information is provided to parents via her mobile phone on 'whatsapp', it will require Aimee to register with the Isle of Man Information Commissioner. This is because personal information (DATA) is on an electronic device. This was discussed with Aimee during the inspection and she took immediate action to commence the process of registering.

Maintaining children's privacy, dignity and independence respected.

Aimee used the bathroom when potty training children and when changing nappies. This area provided privacy and dignity for the child.

There were toys accessible to the children so they could make choices of what they wanted to play with. Children played alongside each other and shared the toys. During snack time Aimee had provided each child with their own snacks provided by their parents. Each child sat at the table and encouraged to eat their snack by themselves, assistance given when opening wrappers for example on the yoghurts.

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

Aimee requests parents to provide information in regards to any cultural needs, dietary preferences or requirements and/or any medical conditions their child may have. We checked several of the children’s records and all relevant information required was completed.

Aimee understood individual needs and preferences and would ensure that children were not taken to places that they did not like.

There was a variety toys and resources available that reflected diversity and inclusion. Aimee promoted non-gender specific play with enabling children to choose they toys and dressing up outfits they wanted. Aimee was aware of cultural differences and festivals that may be celebrated. She stated that she has attended ‘tots’ groups where they have participated in craft activities that celebrate culture.

We discussed with Aimee any action that she would take if she felt that a child had any specific communication needs. She told us that she would discuss this with the parent to establish if this was also present at home and then would work with the parents to establish a path forward.

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.