

Inspection Report & 2023-2024

Kathryn Griffin

Childminder

23 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 23 November 2023. The inspection was led by two inspectors from the Registration and Inspection team.

Service and service type

Kathryn Griffin 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 area of the premises used for childminding is on the ground floor and consists of the main lounge and dining area. There was also a large, secure and well equipped garden for the children to use, weather permitting. All areas used in the premises were clean and well presented.

The rooms were well equipped, organised, light and bright. There was a good selection of age appropriate toys readily available to the children, laid out on bright and colourful soft matting. The children were observed choosing their own toys from the selection available during the inspection.

Throughout the visit the childminder remained focused and engaged with the children.

The children undertake a range of activities which include outings to the park, walks, visits to carer and child groups and other social activities.

Parental feedback comments

- "My child loves going and has started reaching out to Katwhich has made me feel so much more at ease seeing how fond [child] was of her & how Kat interacted & cares for [child]"
- "Kat is really kind & approachable, I would feel comfortable discussing any concerns with her & know she would do anything to help."

- "Kat is a lovely person. Her bubbly personality draws the children in & you can tell how much they care & trust her."
- "She obviously has a lot of experience with children & their abilities"
- "I am impressed by the photos or videos of what [child] is doing during the day."
- "We receive multiple message updates every day with accompanying pictures of what [child] is getting up to. At the end of each day we also receive a diary entry detailing what [child] has done that day, what [child] enjoyed, anything new [child] has done/tried as well as what [child] has eaten and what nappies [child] had had and when."
- "We find our Childminder really approachable and Kat always takes the time to listen and help"
- "We have open dialogue...we are confident that all details are kept up to date"
- "Kat has exceeded our expectations and our [child] loves her"
- "Kat's energy is contagious and she is always super engaged with the kids (and keeps them engaged) nothing is ever too much concerning their care."

About the service

The conditions of registration are:

The registered person 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.

The childminder lives in Glen Vine and has been a registered childminder for 5 (five) years.

The areas of the premises used for childminding are all on the ground floor and were clean, bright and well equipped. The children also have access to the secure, well-equipped garden.

Parents are asked to provide their own child's lunch and any personal items they may require.

The childminder has pets on the premises. All parents are made aware of this prior to their child starting the service, however the pets have areas away from the childminding spaces to sleep and be fed.

Activities are planned on a daily basis with the children, for activities outside of the home the childminder will walk with children or 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 19 October 2023. We visited the location's service on 23 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.

Feedback was sourced and received via email from two families who use the service.

During the inspection

An inspection of all the rooms used for childminding was undertaken and a range of documentation was reviewed. The documents seen included the child records which included essential information about the child, developmental progress and daily log of child's routine and activities. In addition a sample of the childminders policies and procedures, risk assessments and the fire evacuation plan was reviewed.

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of 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 not require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

The childminder had a thorough daily cleaning routine to ensure that all equipment, resources and the premises are clean and well maintained to a good standard of health and hygiene.

Parents are asked not to send their children to the setting if they have any infectious illness and there was a policy in place to support this.

Assessing risk, safety monitoring and management

The childminder had a comprehensive range of completed risk assessments which refer to in home and off site areas and activities.

There were also written policies and procedures in place to support the management of the service. The policies seen were detailed but easy to read and contained clear procedures. There was evidence that the policies were reviewed annually and updated to reflect any changes.

All insurances were in place and evidence was available to show routine checks had been carried out on the environment, equipment and the vehicle. All were up to date and renewals were being carried out within the required timescales. Evidence was available to show that records were being kept in regards to the administration of medication and recording of accidents.

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

The childminder appeared knowledgeable and experienced in caring for young children. The records kept for each child reflected The Early Years Foundation Stage (EYFS) curriculum which demonstrated the childminder’s knowledge and understanding of child development. Each child had a learning journal to gauge where they are up to in their development for their age. This is shared with the parents and helps to show how far their child has progressed in a year.

In the PIR the childminder told us “time is spent with each child to get to know them well and learn what they enjoy doing and what they don't. Activities are tailored to give children the opportunity to try new things when they are ready. Most importantly the setting is relaxed, so that the children (who are under 2) feel comfortable. There is daily communication with the parents at 'drop offs' and 'pick ups' and any concerns are raised during these chats.”

This was supported by the parents in the feedback obtained, which reported that the childminder is “approachable and helpful”. The parental feedback confirmed they receive messages and photographs during the day as well as written daily reports of the child’s routine and activities in addition to the verbal updates.

If the childminder was concerned about a child’s development she explained how she would raise her concerns with the parent by talking to them and making suggestions about activities they could practice with the child at home, as well as with her in the day-care setting, to encourage growth and to help the child to reach their milestones.

Planning for activities is done daily and will depend on the children present and the weather; they undertake a range of activities, including community based child focused groups, walks along the old railway line, trips to the park and other places.

Within the setting there is a wide variety of age appropriate toys available for the children to play with. During the inspection the childminder was observed to be sat on the floor, engaging and playing with the children at their level. Both children sought her attention and she responded with patience, kindness and they all appeared to be having fun.

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.

Prior to taking on any new child the childminder told us that she meets with the parents and the child to discuss their needs and to inform them what she can offer to ensure that this will be a good fit for them all. Parents are also required to complete a registration form (Record of Information) and "All about Me" book to provide details of the child's preferences, likes, dislikes as well as their personal history and background.

During the visit the childminder continued to engage with the two children present. The childminder spoke positively about the children to the inspectors and the records demonstrated that care is taken to record and share the child's achievements and milestones with their parents.

The childminder was observed to be calm and natural in her interactions with the children; she sat on the floor with the children and sang songs and age appropriate rhymes. She spent time with each child encouraging them individually and chatting easily with them both. Her tone was gentle and she was responsive to each child's need and demands. The childminder was heard talking to the children about animals and the noises they make; she was also heard giving praise to one child for her achievement in completing a stacking toy. The childminder encouraged the two children to share and take turns, appropriate to their age and level of understanding by explaining in action and words how to pass the toy from one to the other.

One of the children was close to taking their first steps; the childminder was encouraging them to walk by providing opportunities to move from one area to another while verbally giving praise and encouragement in a fun and relaxed way.

In the Provider Information Return (PIR) the childminder reported that "kindness, respect and compassion are shown by actively listening to each child, helping them with their individual needs and taking turns is encouraged. The children are always welcome to have cuddles whenever they need them. Being kind to each other and the pets that live in the home is practised and has created a caring, happy, place where each child feels safe and feels that they are loved and cared for."

Maintaining children's privacy, dignity and independence respected.

The childminder had a confidential policy which each parent has read and signed to say they have read and understood it. All the children's files were kept in a locked cabinet which is only accessible to the childminder. Any photos or messages that are sent during the day - only go to the relevant parent and the childminder is registered under Governments Data protection office.

In the Provider Information Return (PIR) the childminder told us that she encourages independence by allowing the children to try things for themselves; she wrote "for example, the children love putting on their own wellies and trying to put on their own shoes. Feeding themselves - sometimes they have a spoon and I have another one and between us they feed themselves a yogurt and looking for items themselves - they understand, if I ask them to look for something and then we turn into a little game - 'oh lets go and look for the missing piece of the game' and then we all look together."

This was observed during the inspection and also reported in the parental feedback.

The children were changed on a changing mat in the corner of the living room to enable the childminder to supervise the other children but to give privacy to the child being changed.

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

Activities or outings that the children enjoy and are interested in are included in the daily plan. The childminder was aware of what each child is interested in, so can roughly plan each day depending on which children attend on that day. The childminder told us “Plans are loose and can be changed. i.e. if a child comes in who has just got over an illness and doesn't have much energy to be going out and about. Or if the child has an interest in animals, they may go to visit the horses’ home, colour in animal pictures, read stories that include animals and then make the animal noises (which is “lots of fun and loved!”)”

“All children are given the opportunity to reach their full potential. Sometimes this means adapting an activity to the child's ability and stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine. The individual needs of all children are met. All the children are given the opportunity to play with all the toys. No toys are just for girls or just for boys. The children are encouraged to learn more about their own culture and develop a respect of each other’s differences and to value everyone as an individual.”

The childminder does not have any children with specific communication needs at the moment but reports “I treat everyone individually, so would find out what were the specific needs and work with all parties of that family to make sure that they felt happy and comfortable and included. We would work together to find the best way that worked for everyone to communicate and reassess regularly to make sure it was working for them.”

During the inspection we had a discussion with the childminder about the possibility of introducing the awareness of diversity to the children through the resources and toys she uses with the children. The childminder was open to this suggestion and will consider diversity when next sourcing items for her service.

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.