



Department of Health and Social Care

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*Rheynn Slaynt as Kiarail y Theay*

**Isle of Man**  
Government

*Reiltys Ellan Vannin*

## **Regulation of Care Act 2013**

### **Childminding**

Tracey Dale

### **Announced Inspection**

Date: Desk Top 14 April 2021

Premises 2 June 2021

***Registration and Inspection Team,  
Ground Floor, St George's Court,  
Hill Street, Douglas, Isle of Man, IM1 1EF.***

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**Part 1 - Service Information for Registered Service**

**Name of Service:**

Tracey Dale

**Telephone No:**

466530

**Care Service Number:**

ROCA/P/0123

**Conditions of Registration:**

1. The registered person must not look after more than 4 (four) children on the premises at any one time under the age of eight years, including the childminder's own children

Of these 4 (four) children:

- No more than 2 children must be under the age of one year
- No more than 3 children must be under the age of five

**Date of latest registration certificate:**

1 April 2021

**Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):**

21 May 2021

**Date of previous inspection:**

30 May 2019

**Name of Inspector:**

Jenny Percival

**Part 2 - Descriptors of Performance against Standards**

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

**Compliant**

Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

**Substantially compliant**

Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

**Partially compliant**

Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

**Non-compliant**

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

**Not assessed**

Assessment could not be carried out during the inspection due to certain factors not being available.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

**Part 3 - Inspection information**

The Inspection report is based on the information provided as part of the pre inspection desk top analysis and the findings of the inspection visit.

The purpose of this inspection is to check the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013 part 3, regulation 9.

Inspections concentrate on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective and safe.

**Summary from the last inspection****Number of requirements from last inspection:**

Two

**Number met:**

Two

**Number not met:**

None

**All requirements not met will be addressed within this inspection report**

**\*Please note that any requirement carried forward for three consecutive inspections will lead to the service being served an improvement notice.\***

**Part 4 - Inspection Outcomes, Evidence and Requirements**

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 2- Organisation**

2.1 - The maximum number of children between 0 years and 7 years the childminder may look after, when working alone, is six; this is dependent upon the required space standards being met. In addition a childminder must have regard to the numbers allowed within the following age bands:

- no more than 2 children under the age of 1 year;
- no more than 3 children, in total, under the age of 5 years.

The numbers within the age bands above can be exceeded to take account of exceptional circumstances; such as to provide for siblings, or other continuity of care issues that are considered to be in the best interests of the child. Each circumstance will be considered on its individual merit and the ability of the childminder to provide evidence to support their request. The maximum number of six children cannot be exceeded at any time.

NB: These ratios may be decreased as well as increased if a childminder’s circumstances warrant such a change.

Childminders cannot exceed six children aged 0-16 on the premises at any one time. This includes minded children, childminder’s own children and any other children who may visit the home.

**Our Decision:**

Compliant

**Reasons for our decision:**

There were three minded children present during the inspection. According to the information provided, the childminder was minding within the restrictions of her registration.

**Evidence Source:**

|             |   |         |   |          |  |            |   |
|-------------|---|---------|---|----------|--|------------|---|
| Observation | ✓ | Records | ✓ | Feedback |  | Discussion | ✓ |
|-------------|---|---------|---|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 3 – Care, Learning and Play**

3.2 - The childminder must select resources and provide activities, play opportunities and first-hand experiences which allow children to build on their natural curiosity as learners, develop their language and mathematical thinking, use their imagination and develop social relationships.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder was providing activities and play opportunities that encourage the children to build on their natural curiosity, develop language and physical skills, promote their aesthetic

awareness, use their imagination, promote early mathematical understanding, and develop social skills.

There was a wide variety of age appropriate toys and the childminder takes the children on outings.

The childminder sat with the children during the inspection and all looked through books which the children had chosen. The children recognised colours and counted with the childminder, who praised the children all the time.

The childminder also made a 'den' for the children in the house using blankets and room dividers. The children enjoyed this and all wanted to get under the blanket and hide.

The childminder stated that she went on outings with the children to indoor facilities and moms and tots, but went to parks and walks when there was good weather.

**Evidence Source:**

|             |   |         |  |          |  |            |   |
|-------------|---|---------|--|----------|--|------------|---|
| Observation | ✓ | Records |  | Feedback |  | Discussion | ✓ |
|-------------|---|---------|--|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 4 – Physical Environment**  
4.2 - All exit doors must be secured against unsupervised exit by children but easily accessible in the case of an emergency.

**Our Decision**

Compliant

**Reasons for our decision:**

The front door was locked on arrival and during the inspection. The back door was unlocked but the childminders adult daughter was in the rear garden at the time. The childminder stated that the door would be locked at other times.

**Evidence Source:**

|             |   |         |  |          |  |            |   |
|-------------|---|---------|--|----------|--|------------|---|
| Observation | ✓ | Records |  | Feedback |  | Discussion | ✓ |
|-------------|---|---------|--|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 4 - Physical Environment**

4.8 - Rooms must be maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

**Our Decision:**

Compliant

**Reasons for our decision:**

The room temperature was above 18°C.

**Evidence Source:**

|             |   |         |  |          |  |            |  |
|-------------|---|---------|--|----------|--|------------|--|
| Observation | ✓ | Records |  | Feedback |  | Discussion |  |
|-------------|---|---------|--|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 5 – Safety**  
5.28 - The childminder must have a valid driving licence.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder submitted her driving licence. This was valid and current.

**Evidence Source:**

|             |  |         |   |          |  |            |  |
|-------------|--|---------|---|----------|--|------------|--|
| Observation |  | Records | ✓ | Feedback |  | Discussion |  |
|-------------|--|---------|---|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 6 – Health**  
6.4 - The childminder must ensure that any animals on the premises are safe to be in the proximity of children and do not pose a health risk. Parents must be made aware of all animals kept on the premises and have signed their acknowledgement of this.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder had included details of her pets in her contracts with the parents.



On the day of the inspection the children were in the kitchen which had a tall safety gate in place to keep the dogs in that area. The inspector discussed the gaps in the gate and suggested an extra layer of safety to ensure children did not put their hands through the gate.

**Evidence Source:**

|             |  |         |   |          |  |            |   |
|-------------|--|---------|---|----------|--|------------|---|
| Observation |  | Records | ✓ | Feedback |  | Discussion | ✓ |
|-------------|--|---------|---|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

One

|  |
|--|
| <p><b>Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)</b><br/> <b>Standard 6 - Health</b><br/>         6.6 - Medicines must be stored in their original containers, clearly labelled and inaccessible to children</p> |
|--|

**Our Decision:**

Not Assessed

**Reasons for our decision:**

None of the minded children required any medication.

**Evidence Source:**

|             |  |         |  |          |  |            |   |
|-------------|--|---------|--|----------|--|------------|---|
| Observation |  | Records |  | Feedback |  | Discussion | ✓ |
|-------------|--|---------|--|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

None

|   |
|---|
| <p><b>Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)</b><br/> <b>Standard 10 – Behaviour</b><br/>         10.1 - The childminder and staff must help children to learn about what is right and wrong.</p> |
|---|

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder submitted her behavioural management policy. This provided guidelines and helped children learn right and wrong.

The childminder was observed encouraging children to share toys and resources. She found alternative toys for children to play with or look at and ensured all children were treated fairly.

**Evidence Source:**

|             |   |         |   |          |  |            |  |
|-------------|---|---------|---|----------|--|------------|--|
| Observation | ✓ | Records | ✓ | Feedback |  | Discussion |  |
|-------------|---|---------|---|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 12 - Safeguarding**  
12.2 - The childminder must have attended safeguarding training prior to registration and attend refresher training, as a minimum, every 3 years. The online option can be taken up once the full safeguarding course has been attended.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder had completed her safeguarding training. This will need to be renewed three years from the completion date.

**Evidence Source:**

|             |  |         |   |          |  |            |  |
|-------------|--|---------|---|----------|--|------------|--|
| Observation |  | Records | ✓ | Feedback |  | Discussion |  |
|-------------|--|---------|---|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 13 – Documentation**  
13.1 - Individual records of each child must contain:

- their full name and address;
- their date of birth;
- their photograph;
- contacts in the case of an emergency;
- GP contact;
- authorisation for outings and travel in vehicles and other appropriate permissions and parental consents;
- details of who will collect the child, including photographs where appropriate;
- known medical conditions;
- dietary requirements and preferences;
- first language/ additional language;
- any cultural needs;
- any social/emotional and/or behavioural needs;
- permission to seek emergency medical treatment or advice.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminders children record contained all of the above criteria.

**Evidence Source:**

|             |  |         |   |          |  |            |  |
|-------------|--|---------|---|----------|--|------------|--|
| Observation |  | Records | ✓ | Feedback |  | Discussion |  |
|-------------|--|---------|---|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 13 – Documentation**  
13.4 - Records relating to individual children must be shared with the child’s parent/s and regular reviews of information are carried out with parents and records to be amended accordingly. Review dates must be recorded.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder informed the inspector that she had reviewed the children’s records and this was recorded for information renewed.

The inspector recommends that the frequency of the reviews be s shorter period of time apart.

**Evidence Source:**

|             |  |         |   |          |  |            |   |
|-------------|--|---------|---|----------|--|------------|---|
| Observation |  | Records | ✓ | Feedback |  | Discussion | ✓ |
|-------------|--|---------|---|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

One

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 13 – Documentation**  
13.8 -The Department’s Registration & Inspection Team must be informed at the earliest opportunity of those matters required to be notified under Regulations 10 & 12 of the Regulation of Care(Care Services) Regulations 2013.

- Requirement to Notify DHSC of death, illness and other events;
- Notification of Change of Purpose (age ranges and additional needs etc).

**Our Decision:**

Compliant

**Reasons for our decision:**

The inspector had a discussion with the childminder regarding the criteria of this standard. Examples were provided of what needs to be notified to the inspection team.

**Evidence Source:**

|             |  |         |  |          |  |            |   |
|-------------|--|---------|--|----------|--|------------|---|
| Observation |  | Records |  | Feedback |  | Discussion | ✓ |
|-------------|--|---------|--|----------|--|------------|---|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 13 – Documentation**

13.11 - The childminder must carry public liability insurance for the provision. The insurance must cover any circumstance of a child/children suffering harm whilst being looked after at the service, including circumstances where an allegation is made against the childminder.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder had current and valid public liability insurance.

**Evidence Source:**

|             |  |         |   |          |  |            |  |
|-------------|--|---------|---|----------|--|------------|--|
| Observation |  | Records | ✓ | Feedback |  | Discussion |  |
|-------------|--|---------|---|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)  
Standard 13 – Documentation**

13.12 - Where the childminder uses their car for transporting children the car insurance must cover this activity.

**Our Decision:**

Compliant

**Reasons for our decision:**

The childminder had current and valid vehicle insurance.

**Evidence Source:**

|             |  |         |   |          |  |            |  |
|-------------|--|---------|---|----------|--|------------|--|
| Observation |  | Records | ✓ | Feedback |  | Discussion |  |
|-------------|--|---------|---|----------|--|------------|--|

**Requirements:**

None

**Recommendations:**

None

**Other areas identified during this inspection /or previous requirements which have not been met.**

1. Standard 6.8. Requires the childminder to have an appropriate first aid qualification, which is renewed as a minimum of every 3 years.

The childminders training had expired and had not been able to access training due to the restrictions imposed from COVID 19. She must arrange training at the next available date.

2. Standard 1.5. Requires all persons over the age of 16 years living on the premises are subjected to a Disclosure and Barring Service (DBS) check at a level appropriate to their contact with children. In addition, a Social Services check must be sought.

The childminders youngest child is over the age of 16 years of age and therefore is required to complete the above.

**Evidence Source:**

|             |  |         |   |          |  |            |   |
|-------------|--|---------|---|----------|--|------------|---|
| Observation |  | Records | ✓ | Feedback |  | Discussion | ✓ |
|-------------|--|---------|---|----------|--|------------|---|

**Requirements:**

Two

**Recommendations:**

None

The inspector left contact details to be given to parents of minded children so they could provide feedback to the inspection team if they wanted.

The inspector received feedback from parents that confirmed they were happy with the level of care provided for their children.

Comments referred to their child as loves going over in the morning and literally runs out the door! Tracey doesn't hesitate sending big cheesy pictures of her child having the best time ever on all their outings. Tracey has grown to know her child's needs, and wants.

Both children have truly enjoy going to Tracey's.

Tracey keeps me as a parent well informed regarding activities and outings.

If Tracey is unsure regarding any food products etc she always contacts prior giving my son.

During lockdowns Tracey kept in touch with myself and my youngest to ensure we kept virtual communication open during this difficult time which has been great.

**The inspector would like to thank the childminder and service users for their co-operation with this inspection.**

**If you would like to discuss any of the issues mentioned in this report or have identified any inaccuracies, please do not hesitate to contact the Registration and Inspection Team.**

**Inspector:** Jenny Percival

**Date:** 10 June 2021

**Provider's Response**

**From:** Tracey Dale

I / we have read the inspection report for the inspection carried out on **14 April and 2 June 2021** and confirm that there are no factual inaccuracies in this report.

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

**Or**

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s)

**Signed**  
**Childminder**  
**Date**

T. Dale  
24/06/2021