

Inspection Report & 2023-2024

Hannah Thompson

Childminder

1st 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 1st November 2023. The inspection was led by two inspectors from the Registration and Inspection team.

Service and service type

Hannah Thompson 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

Hannah appeared to have a good understanding of children's individual needs and stages of development. She was able to individualise planning and her care to ensure that all children could be included in activities.

She likes to take the children to a wide variety of settings such as mums and tots, cafes, parks, and other groups. She understands the benefit of attending these settings and the 'areas of learning' each provides for the child.

The children present during the inspection appeared to be happy and well settled. The children remained the focus of the minder throughout the visit. Hannah was caring and treated the children equally with compassion, they were encouraged to choose their activities with praise and encouragement being given. The interactions observed between the minder and the children were responsive and appropriate for their age.

The minder appeared organised and there were records and systems in place to support the provision of her service.

The following are comments from parents

"Hannah would always listen to us, we would often ask her advice as new parents and she was always helpful and caring."

"Hannah was great with [...] and the only reason [...] doesn't go to her now is because [...] was ready for nursery, to mix with more children and that is thanks for Hannah and all her hard work"

"We are kept informed via messages when checking in on our child"

In answer to the questions asking if they were happy with the care provided and whether there needs to be any improvements made? Parents said they were happy with the service and that no improvements were needed.

"Hannah took [...] out every day. She helped [...] start to walk, helped [...] with her words and helped me toilet train [...].

"She was truly wonderful with [...].

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About the service

Hannah 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

Hannah lives in Douglas and has been a registered childminder for many years.

The area used for minding is all on the ground floor and consists of a large open plan kitchen/ diner and lounge, she also uses the attached conservatory area. These areas form part of the family home.

Activities are varied and planned on a daily basis according to the needs and ages of the children. For activities outside of the home the childminder will 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 12th July 2023. We visited the service on 1st 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.

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

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

Hannah looks after children in her own home and uses the large open plan kitchen/diner, lounge and attached conservatory for this purpose. She also uses a downstairs toilet for the children. There are child gates in place to restrict access to other areas of the house

All of the areas used for minding appeared to be clean.

The kitchen dining area showed some wear and tear.

Hannah stated she has a daily cleaning routine with all areas being cleaned and wiped after use, there was evidence that this was happening. All toys are cleaned after use and are deep cleaned where possible weekly.

We discussed the use of risk assessments and infection control measures.

The lounge area was clean, bright and in a good state of repair. The conservatory was used to store most of the resources and toys in accessible boxes. All toys appeared clean, in good condition and fit for purpose.

The downstairs toilet area was clean with and all equipment was clean, however the changing mat is starting to show signs of cracking and will need replacing.

Hannah has completed her food safety training and is registered with DEFA. All food and lunches are provided by the parents in individual lunch bags with icepacks; these are kept in the kitchen area.

There is a policy in place for the exclusion of a sick child.

Assessing Risk, Safety monitoring and management

There are risk assessments in place for outdoor activities and activities outside of the house. We discussed the need to have environmental risk assessments in place for all areas of the premises used. This needs to include a Fire Risk assessment.

Hannah has completed her safeguarding training and there is a safe guarding policy in place; this needs to be reviewed to ensure that it is specific to the Isle of Man and has reference to procedures should a concern be raised about the childminder.

Action we require the provider to take

- All policies need to be reviewed to ensure they contain all the required information and that they specifically refer to Isle of Man regulations and legislation. Review dates should be clearly noted for each policy.
- Risk Assessments need to be put in place for all areas of the home which are used with the children to ensure that they do not present a hazard to the children. This needs to include a fire risk assessment with a clear evacuation plan. These should be signed and dated and regularly reviewed.
- The changing mat needs replacing.

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

Hannah uses her knowledge and understanding of EYFS milestones to monitor development and to plan activities accordingly. She was able to individualise planning and her care provision to ensure that all children could be included in activities.

There are detailed individual folders for each child which contains the required information. There is also an “about me” section where development is recorded. This section also has information which shows likes/dislikes and preferences for each child and information such as birthdays of relatives, siblings names, sleep preferences, pets and other relevant information.

There are daily planned activities outside of the house each morning including attending several different types of groups; she likes to take the children to a wide variety of settings such as mums and tots, cafes, parks, and other groups.

Hannah understands the benefit of attending these settings and the ‘areas of learning’ each provides for the child. The daily activities are planned according to the needs and ages of the children being minded. Hannah stated she works in partnership with the parents to adapt around the children’s needs; information is passed both ways during daily collections. For activities outside of the home the childminder will transport the children in her own car.

The minder observes the children throughout the day and uses a What’s App group to share photos and progress with the parents on a daily basis. The minder is registered under Data Protection legislation.

Brief notes regarding the children are also made in the childminders daily diary.

Any issues or concerns that the childminder had would be discussed in private with parents at collection or drop off. Parental feedback confirms this takes place.

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 visit the children present appeared to be happy and well settled. The childminder treated all the children equally with compassion and interacted with and engaged the children throughout. The children remained the main focus of the minder throughout the visit. They were encouraged to choose their activities with praise and encouragement being given.

We observed Hannah gently managing some minor conflict between two of the children when they were both wanting the same toy. She de-escalated the situation well by offering alternatives and distraction.

The interactions observed between the minder and the children were responsive and appropriate for their age. She used appropriate touching giving cuddles and reassurance to one of the younger children when they became distressed during the visit.

Maintaining children's privacy, dignity and independence respected.

There are policies in place for confidentiality, record keeping, social media use and use of photographs. These need to be reviewed regularly to ensure they remain specific to the Isle of Man; all reviews should be noted and dated.

The minder is registered for Data Protection purposes.

There is a nappy and toileting policy in place; the toilet is on the bottom corridor and children are encouraged to use this if possible. There are steps and aids in place to help with this. Nappy changes are done in a corner of the kitchen diner so that the childminder can still observe the other children.

Hannah has a 'Care Learning and Play' policy which promotes independence and choice. During the inspection she was observed encouraging the children to make choices and do small things for themselves where appropriate. Hannah was also able to explain how she uses the activities outside of the home to encourage the children's development and independence in larger group settings which she has assessed to be safe.

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

Record for each child have an about me section which includes relevant information about the child’s preferences, culture, religion or other needs. The family background information is used when planning activities

There is an equal opportunities policy in place which encourages inclusivity and awareness of diversity. This needs to be reviewed regularly to ensure it reflects the current legislation.

There were toys seen which showed reflection of some diversity. Hannah stated she uses various TV programmes to ensure that there is a raised awareness of other diversity too. She also felt that the range of groups that they attended helped develop awareness of other cultures and races. She tries to ensure that the children are exposed to diversity wherever possible in a natural manner during their activities.

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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.