

Inspection Report & 2023-2024

Sheila Chantrell

Childminder

2nd 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 2nd November 2023. The inspection was led by two inspectors from the Registration and Inspection team.

Service and service type

Sheila Chantrell 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 area and the kitchen. There is also a large, secure and well equipped garden for the children to use. All areas used in the premises were well presented and clean.

The rooms were well equipped, organised, light and bright. The lounge is laid out to encourage activities and toys are readily available in boxes for the children to choose from. The children were observed choosing their own toys from the selection available during the inspection.

During the visit, despite the presence of the inspectors, the childminder continued to engage and interact with the three children. The children were encouraged to be nice to each other and to play together.

The children undertake a range of activities and usually have outings in the morning which are dependent on the children being minded and the weather and may include going to the park, beach or playing in the garden.

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

The following are comments from parents

"I get updated every time I collect my child of things [...] has done that day, how much of [their] lunch [they] have eaten and if [...] has napped. If they go for a walk anywhere etc. "

"She is very accommodating to myself as a working parent being willing to start earlier than other childminders which accommodates my working hours. "

"She has a great rapport with both of my children who love to run and say hello when they see her out and about. I feel confident that my children are safe in her care."

"Sheila always addresses any concerns and always listens & helps with any issues I may have to have Sheila's input and assistance with"

"We would be lost without her, she's more than just a childminder to us, she feels more like family. My children love her and love going there and that to me is the most important thing."

About the service

Sheila 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

Sheila lives in Ramsey and has been a registered childminder since 2003.

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

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 12th October 2023. We visited the service on 2nd 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 to the provider.

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

All areas used for minding appeared clean, well lit and in good state of repair. All Kitchen services were able to be wiped clean.

The childminder has a daily cleaning schedule; she does visual daily checks and uses a cleaning rota. The area appeared clean but there was no evidence what checks had been completed as they were not recorded.

There were cats present in the area which do use the sofas but they also have their own beds and a large cat tree for their use. The cat tree appeared to be stable and no risk to the children present. The cats are fed in the kitchen but not whilst there are children in the area. All bowls are put out of reach whilst there are children present; no bowls or litter tray were where children could access.

All areas used by the cats appeared to be clean, there was no evidence of excess fur or dirt from the cats observed on any of the furnishings or carpets.

Food is provided by parents in lunch bags. The fridge is used and daily checks are done; an electronic record of these was seen they were compliant. Lunch bags are kept separate in fridge as one child has complex allergies/intolerance re foods. The childminder had good awareness of these and has regular updates with parent.

The childminder stated that nappy changes were undertaken on the floor in a corner of the room or over the childminders knee. There was no changing mat in use.

The minder will exclude children if they appear to have an infectious illness, there was no evidence of a written policy regarding this.

Assessing Risk, Safety monitoring and management

The area used for minding is all on the ground floor. The attached hallway is used for sleeping so the childminder can observe them. Stair gates are in place to prevent unaccompanied access to the kitchen area and upstairs.

There was a risk assessment policy in place but no evidence of written risk assessments.

Fire evacuation plans were in place and there was evidence that all fire checks were completed regularly, there was no evidence of a written fire risk assessment.

Safeguarding training was up to date but there was no evidence of the required safeguarding policy.

All records were stored securely; some were paper records stored in a lockable box and others were stored securely on a laptop used solely for minding.

Action we require the provider to take

Key areas for improvement:

- Cleaning schedule and checks need to be clearly evidenced.
- Policies need to be in place according to the Regulations; these must be dated and reviewed regularly.
- Written risk assessments need to be in place for all areas used in the premises and for any activities undertaken. This must include a written fire risk assessment.
- All nappy changes must be undertaken on a wipeable mat.

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

The childminder ensures that all the children have their own file which contains the required information about the child. There were no photographs on the individual files although these were available electronically. There was evidence that this information was updated regularly.

There was no evidence of written daily information regarding the children but the childminder stated that during the collection by the parents she verbally informs the parent of the child’s activities for the day; she also uses this period as a handover to allow parents to pass on any changes of information regarding their child. The feedback from parents confirms this.

Planning for activities is done daily and will depend on the children present and the weather; they undertake a range of activities usually having outings in the mornings. The childminder uses principles of free play and allows the children to choose own activities as appropriate; the children were observed during the inspection making their own choices.

The childminder showed a knowledge and awareness of the required milestones for each age group she said that concerns would be discussed with parents and signposted to other professionals if needed. She was able to discuss some of her previously highlighted concerns with us.

During the inspection Sheila was continually engaging and interacting with the children, and encouraging the children to engage and interact with each other in an appropriate manner.

Action we require the provider to take

Key areas for improvement

- Milestones reached and relevant daily information must be recorded for each child. A photograph of each child must be kept with their information file.

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.

Throughout the visit the childminder remained engaged with the children. She interacted well with all the children present and they remained her priority throughout the visit.

During the visit appropriate and gentle correction was used when required to ensure the safety of the children and to encourage appropriate interaction. The childminder was observed setting boundaries for appropriate behaviours in a gentle manner and the children responded well to this.

The children seemed relaxed and comfortable in the setting and communication and interaction between the childminder and the children was natural and responsive.

The children chose their own toys or activities throughout and Sheila was interactive in their choice of activities and responsive to them when they asked for help.

Sheila used appropriate touch with the children. She was observed giving them cuddles when upset, allowing them to sit on her knee to read books and hugs when needed.

Information about the children's preferences, likes and needs are exchanged verbally with the parents during handovers.

Maintaining children's privacy, dignity and independence respected.

There is a confidentiality policy and a records policy in place, these were not dated or reviewed. There was evidence that parents had seen or were aware of these. All records were stored securely.

Children sleep in prams in the hallway which allows the child privacy whilst allowing the childminder to still observe and monitor the child easily.

The childminder stated she encourages independence by allowing them choice and helping them with tasks rather than doing them for them. This was observed during the visit.

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

There is a wide range of toys and activities available in the setting both in the indoor areas and in the enclosed garden. Children were observed being encouraged and allowed to choose their own activities where appropriate.

The childminder takes part in a range of outside activities including daily walks and visits to various parks.

Whilst there was no evidence of formal planning the childminder was able to explain how she uses activities and play to encourage learning. i.e. counting steps to learn numbers, discussing and use of colours and discussions about nature whilst out.

She also liaises with the parents on a daily basis to take into account individual needs to help her plan the day’s activities.

The childminder is aware of the need to both practice inclusivity and to encourage awareness in the children. She has friendships with same sex couples and individuals with disabilities who the children may come into contact with during the childminding day, she feel this helps with raising awareness in a natural manner. She also uses programmes on TV and some toys and books to raise awareness of diversity.

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.