

Inspection Report 2023-2024

Jeanette Sheridan

Childminder

5 December 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 5 December 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Jeanette Sheridan 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

Jeanette was organised, all records were clearly written and could be evidenced that parents were aware of contracts, policies and procedures.

Parental feedback received provided information showing that they were happy with the care provided by Jeanette.

Children appeared to be happy and were occupied with activities and snack time during the inspection.

Jeanette provided a holistic approach to childminding involving lots of activities both indoor, outdoor, outings and attending children's clubs.

Parental feedback comments

'i love all the activity's that Jeanette does with all the children. She doesn't stick to the same things and she takes the children to places where i might not have the time to do so myself. **** also comes home with lots of arts and craft that i love'

'Consistent routines. Regular trips out to places of interest and tot groups. Good activities within the home that include age appropriate educational activities, free play and arts and crafts. Jeanette is clearly dedicated to her role as a childcare provider and she communicates very effectively with us parents'

'Jeanette is really good at providing a warm and welcoming space that all children feel comfortable in. She has a range of ages, but all integrate really well, due to the environment

that she creates. **** is one of the the oldest children and enjoys interacting with the younger children and babies and enjoys the responsibility that this gives ***'

'Jeanette is an incredibly patient and caring person. She is always attentive to all the children in her care'

'She has a great balance of home activities and attending groups, and provides a real home-from-home experience which is incredibly important to me as a working parent'.

'She knows each child inside out and is on the ball with any changes, developments etc. I have a huge amount of respect and admiration for Jeanette for the amazing job she does with all the children in her care!'

'She always takes them to an activity whether it be an outdoors adventure or a class/ tots group/soft play/family library which is great to know that he is experiencing a variety of activities when he is there. She also provides a lovely environment for them when they are in her home with a variety of toys/craft activities available and outdoor play when weather permits. All of his belongings are treated with great care and ***** is very well cared for by Jeanette'.

'So many trips out, adventures, treats, mums and tots groups. As he has gotten older she has planned her days around his interests- he's discovered some of his favourite places with Jeanette'.

'She has amazing relationships with all of her mindees and their families. She forms such lovely bonds with the children in her care'

'She has been so flexible, supportive, and helpful throughout *** time with her, and I really can't recommend her enough'

About the service

Jeanette 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

Jeanette has a childcare qualification, Level 3 Diploma for Children's Care, Learning and Development.

Jeanette has been a registered childminder for 12 (twelve) 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 10 July 2023. We visited the location's service on 5 December 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 not require any improvements in this area.

This service was found to be safe.

Prevention and control of infection

Jeanette had established a cleaning routine to help prevent and control the spread of any infections. This included the daily cleaning of toys with hot soapy water or antibacterial spray, equipment such as booster/ high chairs and a 'deep clean of all toys every school holidays'.

Work surfaces, floors and areas used for the childminding business were cleaned daily. We discussed the hand washing routine for children and we were told that children are supervised washing their hands with antibacterial soap before lunch and snacks in my home, on coming in from the garden and outings. Antibacterial hand gel were taken on outings to clean hands.

There were policies and procedures to inform parents of the need to exclude children with any infectious illness.

First Aid and Safe Guarding children training was valid and current.

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

Jeanette has been childminding for 12 years and has worked with preschool children through to primary school children. She understood the importance of gathering as much information about a child and also listening to them to make sure she provides the appropriate support to achieve good outcomes.

She was aware of how to observe and track children’s behaviour and learning to ensure that they are reaching their full potential. Toys and resources provided opportunities for children to learn through play and make choices of what they wanted to do. Jeanette had a daily routine involving taking school aged children to school and providing both indoor and outdoor activities for children for the preschool children. Jeanette knew how to source training and to use ‘online’ resources for ideas when planning.

We discussed the steps to take if she felt a child needed extra support from other professionals such as Health Visitors. Jeanette felt confident and has had experience of discussions with parents as and when/if needed.

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.

We checked the records of information for 7 children. These included details of children's medical and dietary requirements and any information the childminder needed to ensure she was aware of the individual child and background.

Prior to a child starting at the setting, Jeanette meets with the parents and offers 'settling-in sessions'. This ensures that the parents/ children and Jeanette are happy with the arrangements. Contracts were completed with the parents including details of childminding times/ fees and expectations.

We observed Jeanette interacting positively with the children, she provided activities of interest to them and played alongside them. Children played a 'matching' game of cards and as the cards were turned upside down they had to remember which one was where to match. They happily took turns to pick cards with one playfully hiding the card behind her!

Jeanette was kind, caring and knew when the children were tired, hungry or just wanted a cuddle. Children appeared to be happy and comfortable in the company of Jeanette.

Maintaining children's privacy, dignity and independence respected.

We discussed ways of which children's independence was being promoted; these included trying to put on their own coats and shoes. The older the children became the less help they needed. The children were confident to ask for a snack and when given their snacks, sat up on the chair feeding themselves.

Jeanette understood the importance of privacy and dignity and ensured this practice when changing nappies and children using the washroom.

Records were being kept in a secure place and Jeanette had registered with the Information Commissioner in respect to using her mobile phone to take photographs and send messages to parents.

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

Jeanette will discuss with parents their child’s individual needs and preferences and ensures that she is aware of their current or new interests.

There were books and toys/dolls to include diversity and ensure an Inclusiveness of all children. We discussed activities and cultural preferences that included the celebration of festivals. One of the activities involves attending a ‘mums and tots’ group where they learn about Manx traditions and learn songs in the manx language.

The planning of activities were flexible and could be weather dependent, they involved the children in making choices were to go on outings. We were told that Jeanette will also arrange to meet with other registered childminders to go on outings as this enabled the children to socialise with others.

Jeanette uses ‘contact books’ to write information about the child to the parents including their sleep pattern, nappy changes and food/drink intake. A parent commented ‘I am informed in person at drop-off and pick up of anything I need to know. We also have a Home communication book that is filled in daily. Also throughout the day I will receive messages and pictures so I can see what my baby has been up to’.

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.