

Inspection Report 2023-2024

**Catriona McIntosh-
Thomson**

Childminder

13th 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 13th December 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Catriona McIntosh-Thomson 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 home used for minding is secure, bright and well laid out to encourage activities with toys which are readily available for the children to choose from. All areas were well presented, in good repair and appeared clean.

The three children present appeared to be happy and comfortable in the setting and with the childminder. During the inspection the children remained the focus of the minder throughout the visit and they were encouraged to interact appropriately with each other and to choose their activities. The interactions observed between the minder and the children were appropriate for their age.

Catriona uses a learning through play approach which encourages learning and development through natural play and everyday interactions. She was aware of the children's development needs and has records which show the development on each child.

Catriona has detailed records for each child, she was organised and had systems in place to support the provision of her service.

The following are comments from parents

"I am incredibly happy with the care being provided to [.....]. In the 11 months that [.....] has spent in the care of Catriona, [.....] has grown into a confident little [.....], and I am reminded daily how much Catriona loves [.....] and how much [.....] loves Catriona".

"Catriona goes above and beyond, what I could have ever hoped to receive from a childminder, to make sure that [.....] is happy and looked after, both physically safe and thriving but also mentally challenged and nurtured."

"Catriona is open to discuss any concerns that I have at any time and always listens and provides invaluable input in the daily caregiving of my [.....]."

"Catriona manages the different level of care that each child requires with utmost ease. She is exactly what each child needs during the day. She does not overstep her position as the childminder yet loves [.....] as though [.....] is her own."

"Catriona is an exemplary professional, who gives each child the agency they require to grow and learn yet is there to make sure they are safe and cared for. Catriona clearly has a passion for what she does, and this shows in how well adjusted, confident, and respectful the children are in her care"

"Catriona is extremely friendly and most mornings we will discuss [.....] behaviour overnight with myself and then we will catch up in the evening following [.....] day in Catriona's care."

"Catriona genuinely cares about the children in her care. [.....] loves going to Catriona's home and will sincerely miss time with Catriona once [.....] starts school in a few weeks' time".

"Catriona is brilliant in the variety of activities and trips she does with the children in her care. They literally do something different every day. "

"I find Catriona can be so helpful and flexible when she can be and has often gone above and beyond to help me."

"I think Catriona's communication and how she deals with [.....] is her biggest skills, and I am forever grateful. I am very lucky to have her as [.....'s childminder"

About the service

Catriona 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

Catriona lives in Port St Mary and has been a registered childminder for many years.

Activities are varied and planned on a daily basis. For activities outside of the home the childminder will walk or transport the children using her own vehicle.

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 11th August 2023. We visited the service on 13th 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.

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 childminder

SECTION C Inspection Findings

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 some improvements in this area.

This service was found to be safe.

Prevention and control of infection

Catriona has procedures in place to ensure that all resources, toys and the premises were inspected and cleaned on a daily basis. Toys are wiped down daily and a deep clean took place weekly. A checklist was in place for these.

All areas utilised by the children were clean, bright, secure, fit for purpose and in good repair.

The children have their own lunch bags/boxes provided by the parents which contained individual ice packs. Catriona has completed her Food safety training and is registered with DEFA.

There is an infectious illness policy in place which has the procedures regarding exclusion in it. This was dated and showed evidence of review.

Assessing Risk, Safety monitoring and management

Catriona has a comprehensive checklist which she uses to do a daily risk assessment of the areas used for childminding. There was no evidence of any detailed written risk assessments.

Safety checks for fire alarms and fire drills were being undertaken as required and records were seen regarding these. Fire procedures were seen in the policy folder.

PAT testing had been recently completed on the 8/11/23 and all appliances had dated stickers to reflect this.

There is a statement about Safeguarding and Medication in the individual contracts given to the parents. The need for these to be added in more detail to the policy folder was discussed.

Safeguarding training was up to date.

All required insurances were in place and in date.

All records were stored securely.

Action we require the provider to take

Key areas for improvement:

- Risk Assessment Documents need to be completed using a format which reflects current risk assessment practices. These need to be dated on completion with a review date noted.
- The safeguarding statement needs to be reviewed to reflect the guidance and requirements of the Isle of Man Safeguarding Board. This needs to be added to the policy folder, dated and reviewed regularly.
- The medication information needs to be more detailed, reviewed and added to the policy folder which is then dated and reviewed regularly.

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

Catriona promotes a natural learning environment which promotes learning through play. She uses observations of the children to assess their development and records these in their personal files. If there are concerns she would raise this with the parents of the child; parental feedback received confirms this.

She uses her knowledge of child development to the benefit of the children in her care.

Feedback from parents indicate situations where Catriona’s knowledge of the children and the development milestones were used to raise concerns around the child resulting in professional assessments and interventions being put in place.

Catriona recognises that each develops in their own way and that different children have different needs she tries to individualise her care to cater for each child.

Catriona records observations on the child’s development and keeps daily notes about the child which she shares with the parents verbally each day.

Various activities may be planned for the day depending on the needs and ages of the children and the weather. Parental feedback confirm the range and extent of these activities are suitable for the children, often going above and beyond parental expectations.

The children are encouraged to have a choice in what they are going to do with choices being offered. During the inspection the children were observed being asked what they wanted to do, it appeared that the children were listened to and their choices taken into account.

Catriona has detailed records for each child showing there likes dislikes and preferences. She also discusses with parents regarding the children’s preferences and will adapt and personalise activities to the individual needs and preferences of the children.

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 require some 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 inspection Catriona was continually interacting, observing and engaging with the children. There was lots of positive praise and encouragement used as well as gentle correction when required. This was used to remind the children not to snatch toys and to encourage the children to share where required. The children were also encouraged to use manners when interacting with others.

Catriona showed compassion for the children, picking up the children to comfort them when requested and using appropriate cuddling when required.

During the inspection the children were encouraged to play with each other and were able to choose their toys and activities in an informal way. There was a wide selection of appropriate toys and resources available from which the child could choose. The children responded well and appeared to be comfortable in their choice of activity.

The children responded well to the minder. The minder took time to listen to the children and answer appropriately

Maintaining children's privacy, dignity and independence respected.

There is a confidentiality, a records and a mobile phone policy in place..

There is also an intimate care policy in place. These are dated and have evidence of the next review date.

Parents have access to theses as they form part of the initial contract.

Consents and permissions are also in the initial contract signed by the parents

The requirements to register with Data Protection were discussed with the childminder if she uses any form of written electronic communication with the parents, ie text, what's app. We discussed alternative methods of communicating with the parents and the details regarding Data protection registration was left with the childminder.

Action we require the provider to take

Key areas for improvement

- The childminder needs to ensure that she complies with the requirements under data protection regulations.

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

Records were in place for each child including diary notes for daily activities which were shared with the parents when they collected their child. These show activities and routine information such as sleeps, food and nappy changes as well as development milestones reached.

Activities are planned daily with the children dependent on the children present and the weather. Feedback from parents showed that they were happy with the choice and range of activities undertaken.

The children were fully involved during the inspection in choosing the activities they wanted to do.

There are some toys, books and activities which reflect inclusion being promoted. There are non gender specific toys in the setting and the children were observed using and choosing toys they wanted to use regardless of gender stereotypes.

Catriona has children attending the service who have specific needs, individual care-plans are in place to ensure that their needs are met; parental feedback confirms that these needs are met in a natural and caring manner.

There is an equal opportunities and an additional needs policy in place, these are dated and showed evidence of having been reviewed.

Catriona has children of differing cultures attending, she discusses relevant festivities with the parents and will include these in her activities where possible.

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.