

Inspection Report & 2023-2024

Nesta Bailey

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 an inspector from the Registration and Inspection team.

Service and service type

Nesta Bailey 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

Nesta provides individualised activities during the afterschool and holiday care sessions. She has a good understanding of how these can be planned with the children to encourage and aid their development.

She involves the children in a wide range of activities including swimming lessons, visits to the wildlife park, walks, crafts, board games, cycling, meals out and free play in her large garden area. She has a good understanding of how these activities benefit the children in providing development opportunities, promoting independent thinking and providing socialisation skills.

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

The following feedback was received from the families of children attending the setting:

'I am very happy with the care Nesta gives [..... Nesta treats [.....] like one of her own family members and is very much more than a childminder to us, she is also a family friend.'

" She goes above and beyond to help [.....] and does so many activities with [.....]. She also helps with school work and if there is anything [.....] might be struggling with in school."

"Nesta speaks with me daily when I pick [.....] up about [.....] care etc. I have never had any concerns with Nesta but she is very approachable and would have no hesitation in speaking with her about any concerns"

"[.....] is very happy going to Nesta's house. She does lots of activities with the children including crafts, playing games, taking them out places, taking them to play on bikes etc. It really is like a second home to the children, she looks after them so well and we are very lucky to have her."

"She loves to take [.....] out places and provides a variety of activities for [.....]. She finds out what [.....] interests are and engorges [.....] in doing these activities. She will ask [.....] what [.....] would like to do! which I think has been great for [.....] decision making. [.....] also goes to the mobile library which [.....] loves."

"When the weather is nice [.....] will be playing outside on bikes or scooters. They like playing football or basketball ball in the garden. She takes [.....] to swimming lessons in the summer holidays for us and keeps us update on [.....] progress. [.....] has so many outings in the summer holidays, which is fantastic and keeps [.....] very busy. [.....] also loves to play board games at her house, which she has an amazing selection to choose from. There is always loads of arts & crafts available to do"

About the service

Nesta Bailey is registered to care for no more than six children at any one time under the age of eight years. Of these six children, no more than two can be under the age of one year and no more than three can be under the age of five years.

Nesta lives in Kirk Michael and has been a registered childminder for many years. The area used for minding is on the ground floor and consists of the large open plan kitchen area and lounge area. She also uses the attached secure garden when the weather permits. 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 4 August 2023 and 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.

Feedback was sourced and received via email from families who use the service.

During the inspection

All relevant paperwork was checked and the inspector discussed the service with the childminder. The areas used for minding were observed. There were no children present during the visit as they were all at school.

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

Nesta looks after children in her own home and uses the large open plan kitchen, lounge and the secure garden for this purpose.

Discussions about infection control showed it was evident that Nesta implemented a cleaning schedule daily, with all areas being cleaned and wiped after use.

All resources are cleaned after use where appropriate and children are encouraged to wash their hands after activities, after using the toilet and before eating.

Nesta has two dogs, all parents have agreed for them to be present. The dogs are up to date with required vaccinations and food bowls were not present where the children could access them.

Nesta has completed her food safety training and is registered with DEFA . All food and lunches are provided by the parents in individual bags with icepacks; these are kept in the kitchen area. Nesta will also supply snacks, ie biscuits, crisps which are kept separate. These were individually wrapped and in date.

There is a policy in place for the exclusion of a sick child. This needs reviewing and the review date noted.

Assessing Risk, Safety monitoring and management

There are risk assessments in place. These need to be reviewed regularly to ensure that they cover all the requirements and that they have the required details. The reviews need to be noted and dated.

There is a fire evacuation plan in place and fire drills are carried out and recorded at the beginning of every term. Fire alarms are tested regularly but these had not been recorded for the last month.

PAT testing was up to date and the boiler had been recently serviced.

Nesta has completed her safeguarding training and there is a Child protection policy in place; this needs to be updated to reflect the current Safeguarding requirements and to ensure 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

Key areas for improvement:

- 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.
- All areas of the home that the children use should to be checked and addressed where needed to ensure that they do not present a hazard to the children.
- All Fire alarm tests completed need to be recorded

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

Nesta uses her knowledge of the children and their likes and dislikes to plan activities with the children accordingly. She provides a wide range of afterschool activities including board games, crafts and outdoor activities. Some of the crafts the children were doing were shown to the inspector and they reflected evidence of developmental planning as different ages and children choose what they wanted to do.

The feedback from parent confirms Nesta provides a wide range of developmental activities with the children.

There are individual folders in place for each child which contains the required information. These have information which shows likes/dislikes and preferences for each child and information such as pets and other relevant information.

During holiday periods there are many varied activities which take place outside of the home including swimming lessons, meals out, walks, park and beach visits. Nesta was able to explain the benefit of attending these settings and the ‘areas of learning’ each provides for the child.

Nesta works 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 Facebook group to share photos and progress with the parents. We discussed registration 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.

Action we require the provider to take

Key areas for improvement

- The childminder needs to consider amending her current methods of communicating with the parents to take into account legislation regarding data protection registration

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.

There were no children present during the inspection due to the time of the visit and the type of service that Nesta offers.

During discussion Nesta was able to tell the inspector about the children and the activities they do. She also stated that she had minded all of the children she provides a service for since they were very small; they are all between 7yrs and 10yrs old now. As a result she has built up relationships with the children and they all say hello when they see her out. Previously minded children who are now young adults still come and visit Nesta.

The feedback from parents evidences good caring relationships with the children.

Maintaining children's privacy, dignity and independence respected.

There was a confidentiality, social media use and a physical contact policy in place, they need dating and reviewing. Discussed the use of a front sheet to evidence that all policies were reviewed.

Discussed data protection legislation and the need for registration if Nesta uses Whats app, text, messenger or other electronic ways of communicating with the parents. Nesta is going to consider alternative ways of communicating with the parents.

The Children are all older so use the toilet independently. Independence is encouraged by the choice of out of house activities, meals out and the choice of crafts or games played.

Nesta will encourage the completion of homework during the session too.

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

Nesta has provided childminding services for the children in her care since they were very young so she knows them very well. She uses her knowledge of the children to help plan holiday activities with input from the parents.

The children are asked for their preferences as all are old enough to make informed choices with encouragement.

Parental feedback confirms that many varied activities are planned and arranged to suit the needs of their children.

There are personal folders for each child and these also reflect likes and dislikes as well as the children preferences.

During the inspection we discussed catering for diverse needs, Nesta showed a good level of understanding and knowledge of the subject and was able to evidence how she caters for the individual needs of the child.

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.