

# Inspection Report & 2023-2024

**Naomi Leung**

Childminder

16<sup>th</sup> November 2023

**Under the Regulation of Care Act 2013 and  
Regulation of Care (Care Services) Regulations 2013**



**DHSC**

## SECTION Overall Summary A

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 16<sup>th</sup> November 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Naomi Leung 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 areas of the home used for minding are well laid out to encourage activities, A variety of toys were readily available for the children to choose from.

All areas were well presented, in good repair and appeared clean.

The children present during the visit appeared to be happy and adjusted in the setting. They remained the focus of the minder during the visit and were encouraged to choose their activities. The interaction observed between the minder and the children was appropriate for their age.

Naomi encourages natural learning and development through play. She was aware of the children's development needs and has observation records which show the development on each child.

Naomi was well organised and had systems in place to support the provision of her service.

**About the service**

Naomi 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

Naomi lives in Ramsey and has been a registered childminder for many years. The areas of the premises used for childminding is a secure light bright and airy lounge and a roomy kitchen/diner.

Activities are varied and planned on a daily basis. For activities outside of the home the childminder will walk or transport the children using their 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 14<sup>th</sup> August 2023. We visited the service on 16<sup>th</sup> 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**

Feedback was given to the Childminder

## SECTION Inspection Findings

C

### 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**

Naomi has cleaning procedures in place to ensure that all resources, toys and the premises were inspected and wiped daily. Checks are recorded in the diary. Toys are wiped daily and deep cleaned, where possible, monthly. Toys are stored in a separate storage area.

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

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

Meals are eaten at the dining /kitchen room table, which was wipeable with high chairs being available if required. All surfaces appeared clean.

There is an infectious illness and exclusion policy in place and parents are aware of these.

#### **Assessing Risk, Safety monitoring and management**

There was a risk assessment policy in place but there was no evidence of individual risk assessments having been completed. Risk assessment was discussed and information from new training will be shared with the minder.

Fire checks are completed and fire drills carried out as required. There is an evacuation plan in place. Naomi said the boiler had been recently serviced but the provider hadn't as yet sent a certificate.

There is a Medication policy, a Safeguarding policy and behaviour policy in place which need to be reviewed. Naomi has completed her IOM safeguarding training. PAT testing for equipment needed to be renewed.

Relevant insurances were in place and were up to date.

All records were stored securely.

## Action we require the provider to take

#### Key areas for Improvement

- Risk assessment documents must be completed.
- All policies need to be reviewed and dated regularly.
- Electrical equipment must be PAT tested every two years.
- Certificate or evidence of recent boiler service must be submitted.

## 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 some improvements in this area.

This service was found to be effective.

#### **Children’s care and development needs are assessed, supported and promoted**

Naomi promotes a natural learning through play environment; she plans her outings and activities to allow the children to learn through these. She uses observations of the children to assess their development and records these in their personal files and daily diaries. If there are concerns she would raise this with the parents of the child. Daily notes about the children are shared with parents during drop off and collection times. This was observed during the inspection.

There is a wide range of resources available in the home and various activities may be planned for the day depending on the needs and ages of the children and the weather. 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 asked what they wanted to do, it appeared that the children were listened to and their choices taken into account.

Parents are asked regarding the children’s preferences, likes and dislikes, these are recorded in their folders. Naomi will adapt and personalise activities to the individual needs and preferences of the children. She uses her knowledge of child development to the benefit of the children in her care.

Individual child records were seen for all children attending the service; these records included essential information about the child, their parents contact details and specific requirements for each child. The daily records kept reflect the children attending and the times; the attendance records however needed to show the full name and date of birth of each child on the documents.

The daily diary had details about the child activities that day.

#### **Action we require the provider to take**

##### Key areas for Improvement

- The Attendance records need to show the full name and date of birth of each child attending

## 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 inspection Naomi was observed to be constantly interacting and engaging positively with the children present. There was lots of positive praise and encouragement used, she was observed encouraging toilet training with one child, as well as using gentle correction when required, she encouraged the children to share and play together.

She ensured that the activities were age appropriate for the children present.

During the inspection they 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 children could choose.

The children responded well to Naomi they were very relaxed and there was lots of natural play and smiles involved.

The minder took time to listen to the child and answered their questions, she used appropriate touching and cuddling to reassure the children when needed.

#### **Maintaining children's privacy, dignity and independence respected.**

During the inspection the minder was observed encouraging the child in toilet training.

This was done to protect the child's privacy with lots of praise given.

The children were encouraged to play freely and to choose the toys and books they wanted to use.

The children were observed sleeping in a separate area which allowed Naomi to still be aware of them and observe and monitor them.

There is a confidentiality policy in place to which parents have access as it forms part of the initial contract. Consents and permissions are also in the initial contract signed by the parents

Data protection registration was discussed regarding the future use of electronic communications.

All records are stored securely.

## 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**

Individual records were held 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/toilet use. There are also notes regarding development activities, i.e. counted to 10, new words etc.

During the inspection a handover was observed and the childminder shared relevant information about the child verbally with the parents during this period.

Activities are planned daily with the children dependent on the children present and the weather. The minder uses lots of songs and the use of nursery rhymes to promote speech. Activities outside the home which were discussed included visits to the park, beech, wildlife park, these usually take place in the morning.

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

Cultural needs are identified as they are included on the paperwork from the parents and these are incorporated into activities where appropriate. There is an equal opportunity and additional needs policy in place.

There are some toys, books and activities which reflect inclusion being promoted. There are non gender specific toys in the setting.

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.