

Inspection Report & 2023-2024

Andie Roberts

Childminder

15 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 15 December 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Andie Roberts 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

Andie is a qualified 'Nursery Nurse' this is a recognised childcare qualification. This has given Andie a good foundation to build her knowledge and experience when providing her childminding business.

Children appeared to be happy and comfortable with Andie. They were engaged in play alongside Andie during the inspection.

Andie was organised and had adopted good systems for keeping her records up to date and storing information. She was aware of observing children's behaviour and activities to ensure children had opportunities to meet their potential and developmental milestones.

Parental feedback confirmed that parents were happy with the care provided by Andie.

Parental feedback comments

'It's a very homely setting and both my children have been to Andie. She helps makes them feel very settled and comfortable.'

'You can see the bond she has with all her kids. Which makes me feel very at peace leaving my child with her'

'Andie is very approachable and easy to talk to about anything'

'Andie fills in a daily diary of what they did that day, her sleeping hours, eating and nappy changes. She also let's me know how *** was when I collect her in the afternoon

About the service

Andie 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

Andie has been a registered childminder for nearly 4 (four) years. She lives in Douglas and uses her car to transport children as well as walking. All childminding rooms/ activities are based on the ground level of the premises.

Andie has a child care qualification (NNEB...Nursery Nurse)

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 30 August 2023. We visited the location's service on 15 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

We discussed methods of preventing and controlling the spread of any infection. Andie had a clear cleaning routine for toys, equipment and the premises. This included the cleaning of the nappy changing mat being cleaned after each time used and high chairs at the end of the day. Floors and surfaces cleaned throughout the day as are toys and books that have been put near a child's mouth. Individual children's bedding washed weekly if used.

Ice packs are placed in children's lunch boxes that contain any perishables and hence the fridge is not used for storing any items children arrive with from home.

There was an 'exclusion policy' for any child with an infectious illness. This requests parents not to take their child to the setting with an infectious illness and outlines the period of time to keep a child at home. Andie stated parents are good at adhering to this policy.

Records were kept in a secure place.

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

Andie is a qualified ‘Nursery Nurse’ (NNEB) and has been childminding for 4 years. She is aware of the importance of ensuring that children are supported in developing their individual goals and ‘milestones’.

She has a Daily Record Book that goes between the parent and Andie so that she can inform them of their child’s activities. We viewed the individual records for the children and they contained a recording sheet that Andie completed when the child reached a milestone. This was in relation their child’s age and included the child’s: ‘social/emotional, language, cognitive learning and physical development.

Andie was aware of other care/health professionals such as Health Visitors that can be accessed for help or advice and would encourage parents to use them if they needed any additional support.

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.

Prior to a child registering with Andie she told us that she will meet with parents and provide 'sample sessions' if they want. This provides an opportunity for the child to stay and be supported by the parent to help the child to settle at the setting and become familiar with Andie.

Parents are requested to complete a 'record of information' about their child. This provides details about the child's needs and preferences, any dietary and/ or medical needs. She requests a review of the information through the year (confirmed by parental feedback). Andie has a 'daily record book' with each set of parents that provides information about their child's daily sleep pattern, nappy changes, food/drink intake and activities.

During the inspection we observed Andie interacting positively with the children, she ensured she treated both children fairly and with equal concern and attention. Both children had easy access to toys and she ensured they shared and took turns when wanting the same toy.

Children appeared to be happy and would go to Andie for cuddles and show her what they were doing when playing. She used positive reinforcement telling them they were 'good' and 'well done', when achieving tasks.

Maintaining children's privacy, dignity and independence respected.

Children's privacy and dignity were protected, Andie had an area where she would change children's nappies that would ensure children were not exposed to others.

The lounge provided an area where the toys were easily accessible to the children and they were encouraged to choose toys for themselves. Andie stated that she tries to provide activities to encourage a child's independence (according to age and ability) but will always offer help and guidance where needed.

She uses her phone to send messages via 'what's app' to parents and has registered with the Information Commissioner' with regard to storing information.

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

We sampled the children’s records and these included information regarding and cultural or religious needs and/ or preferences. These details enable Andie to plan activities to ensure that she meets with parents requests.

Andie stated that there were no specific requirements at present but if this did occur, she would plan activities to ensure that all children would be included in some way. She was aware of the need to ensure that she had toys/ dolls and resources that depicted different cultures should the need arise.

She had a daily routine that included both outdoor activities such as going to parks, glens and also attending clubs, such as ‘mums and tots’ groups. These all provide opportunities for children to socialise with others.

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.