

Inspection Report & 2023-2024

Judith Collister

Childminder

16 January 2024

**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 16 January 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Judith Collister 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 setting was spacious, clean and well organised with a variety of appropriate toys laid out for the children to access. The children attending appeared comfortable with Judith and she was able to identify and focus on their needs throughout the inspection.

Judith plans activities and outings daily depending on the children attending each session; she likes to include a daily walk or outdoor activity as well as providing opportunities within the setting for the children to learn and develop through play.

Whilst the service appeared to be well organised, safe and caring there were some administrative areas that need reviewing.

Parental feedback comments

- "Judith let's me know anything about [child's] care and progress on collection."
- "I feel totally comfortable that I could discuss anything with Judith"
- "I am totally happy with the care that Judith provides, I know [child] has a great time, always out and about."
- "I can't rate her highly enough and would recommend her to anyone"
- "She is so friendly and approachable, totally amazing with kids and always has [child] out and about, having lots of fun and doing things."
- "Judith is great and informs me on everything I need regarding my [child]"
- "Judith is great doing different learning activities and taking the children out"
- "I'm more than happy with the care being provided. I wouldn't change anything"

About the service

Judith is registered to look after no 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 3 (three) children must be under the age of 5 (five) years
- No more than 2 (two) children must be under the age of 1 (one) year.

Judith lives in Port Sodrck and has been registered as a childminder in her current setting since 2020. The area of the premises used for childminding are on the ground floor and include the kitchen/dining room, hallway, toilet and the living room which is used only as a quiet area when the children are napping. All areas were well lit, warm, clean and well maintained with plenty of space for the children to play.

Activities and outings are planned depending on the age, interests and combination of the children attending each day. Judith uses her car to transport the children when going on outings away from the setting.

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 17 October 2023. We visited the location’s service on 16 January 2024.

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 require improvements in this area.

This service was found to be safe.

Prevention and control of infection

Judith reported a robust cleaning routine which included daily hoovering, washing of floors, all surfaces, door handles and toilet area. Highchairs and changing mats are sanitised after each use and the children are supported to wash their hands routinely. The rooms inspected all appeared to be maintained to a good level of health and hygiene.

Judith had a sickness and exclusion policy which all parents have access to and which they had signed agreement to prior to their child starting at the setting. The policies reviewed during inspection seemed comprehensive and up to date however review dates were not recorded.

Parents provide their own children with a packed lunch, snacks and any other personal items required.

Assessing risk, safety monitoring and management

Judith had completed the required safeguarding and first aid training and had written policies in place which demonstrated her understanding and commitment to provide safe care. The policies reviewed during inspection included fire safety, health and safety and medication; all policies read were adequate and provided clear information however all policies require review dates to be recorded.

There were no written risk assessments although verbally Judith was able to show that she was risk aware and able to identify hazards in all areas.

There was evidence that smoke and carbon monoxide detectors are tested weekly and fire drills are practised termly. There was no documentation to show when the last boiler service was completed but all other insurance renewals and home and vehicle maintenance evidence was up to date and valid. Two completed incidents forms were viewed and an administration of medication form was seen.

Action we require the provider to take

Key areas for improvement:

- Review dates need to be recorded for all written policies, procedures and risk assessments
- Written risk assessments need to be in place for all areas used in the premises and for any activities undertaken. This must include a written fire risk assessment.
- Evidence of boiler service must be provided after next service undertaken

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

The childminder ensures that all the children have their own file which contains the required information about the child. There were no photographs on the individual files although these were available electronically. Judith advised that this information is reviewed and updated every six months or more frequently if needed.

In addition Judith maintains daily records for each child which documents the activities they have done, any achievements, milestones or other significant event. These books are shared with the parents and are for the parents to keep when the child moves on. Verbal updates are also given daily along with photographs during the day which keep the parents connected to what their child is doing.

Judith was NNEB trained and has a sound knowledge of child development and behaviour. In her provider information return (PIR) Judith told us that she ensures each child’s developmental needs are met by “providing fun and stimulating developmentally appropriate activities and outings which encourage curiosity and instil independence. Such as reading stories, messy play, walks around the farm, trips to the park, soft play, puzzles and games.”

Parental feedback received provided information which confirmed good communication and evidence of the variety of activities and outings Judith offers to the children in her care.

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 two children present during the time of the inspection. Observations made by the inspector during the visit would suggest that Judith knows the children well; she was able to anticipate their needs and responded calmly, for example on arrival at the setting the inspector found one child was very upset and crying; Judith was carrying the child and offered comfort through motion (rocking), touch and gave gentle verbal reassurance. She acknowledged that the child was tired and prioritised the need to settle the child for a nap, showing compassion and understanding of the child's distress.

Throughout the visit Judith engaged with the other child, sitting on the floor at the child's level and playing with the toys chosen by the child. The tone of voice and language used was encouraging and included rhymes and songs which the child readily responded to with smiles and reciprocated sounds.

All parents complete an information form and Judith reported that prior to any child starting with her she will invite the parent and child to spend time with her in order for her to get to know the child and also for the child to become familiar with her and the setting. Often parents feel confident to leave the child for a short session rather than staying with the child.

Parental feedback supported the positive relationships that Judith has established with the children, one parent wrote "[child] is so happy to see her every morning" and another stated "Judith is great doing different learning activities and taking the children out and I am happy and relaxed with my [child] being in her care."

Maintaining children's privacy, dignity and independence respected.

There was a confidentiality policy and a records policy in place and evidence that parents had seen or were aware of these. All written records were stored securely in a lockable filing cabinet and Judith was registered with data protection to send and receive information electronically.

The nappy changing area was in a discreet corner of the hallway which provided privacy for changing but enabled Judith to keep an eye on the other children. The lounge was used for nap times, again providing quiet and privacy but within close proximity so Judith can monitor all children. There was a cot available for the younger child and the older child slept in a pram.

In her PIR Judith reported that independence is promoted "by being patient and giving encouragement, so that children can learn to do things by themselves, so they can feel proud and gain a sense of achievement. By allowing choice when the opportunity arises." This was observed during inspection; the child seen playing with Judith was confident, happy and fully engaged in the attention being given by the childminder.

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

There was a selection of age appropriate toys available for the children present and Judith advised that she will rotate the selection depending on which children are attending, their current interests and age. Judith also likes to give the children the opportunity to try different activities to aid their learning and development, such as messy play, physical exercise, toys that help with coordination and social interaction. The setting is on a farm which enables Judith to take the children out for walks to see, and sometimes, feed the animals.

Judith had an equal opportunities policy which stated she will challenge any discrimination. In discussion it was evident that Judith appeared accepting of difference however due to the age of children she minds she does not feel the children have a level of understanding of this yet. However it was acknowledged that by watching age appropriate TV programmes and using books that reflect diverse situations very young children can be introduced to different ethnic and cultural groups, family situations and abilities as a way of raising awareness and inclusivity.

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.