

Inspection Report & 2023-2024

Janet Thom

Childminder

23 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 23 November 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Janet Thom 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

Parents were happy with the care provided by Janet, this was evident in the responses received via the parental feedback questions. Some of which have been included in the report.

Janet was caring and aware of each of the individual children needs and preferences. This was observed during the inspection. During conversation it was evident that she had the best interests of both the child and parents in mind when providing her childminding service.

She had provided a dedicated area for children's activities that had accessible toys and resources for the children to play with. Children appeared to be comfortable and happy.

Parental feedback comments

'Communication we feel we are made aware of any issues and are told what **** has been up to throughout the day. Janet is also very caring to the children although with very firm boundaries which is exactly how we parent at home, last week **** ran back in as she wanted to tell Janet that she loved her, we feel that we could not leave her in safer hands'.

'Variety of activities and outings daily, Janet goes above and beyond and treats them as if they are her own allowing them to explore and introduce them to a wide variety of surroundings'.

'Janet takes them out daily and they have a wonderful time with her and the other children who go'

'I really cannot recommend Janet Thom highly enough, she has certainly become part of our extended family with her having looked after **** for so long'.

'Due to the time that the children spend outside whilst at Janet's and also the time she spends with them improving their dexterity, numbers, shapes colours etc. I chose to leave **** with her for his pre-school year rather than move him to a nursery or pre-school'.

About the service

Janet 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

Janet has been a registered childminder for nearly 9 (nine) years. She lives in Glen Maye and uses her car to transport children as well as walking. All childminding rooms/ activities are based on the ground level of the premises.

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 7 September 2023. We visited the location on 23 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.

We sent parental feedback questionnaires to parents.

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

Janet has developed a cleaning programme that includes disinfecting the playroom and bathroom (including door handles) and wiping down surfaces every evening once the children go home. She has also had the carpet professionally cleaned recently. We observed Janet using baby wipes to clean children's hands and faces prior to and after having a morning snack.

The premises were clean and in a good state of repair and decoration.

There is an 'exclusion policy' to reduce the spread of any infection, this includes children that have an infectious illness to be kept at home for a minimum of 48 hours.

First Aid and Safe Guarding children training was valid and current.

Janet had a secure area keeping 'paper' records.

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

Janet explained that she has worked in the childcare setting for 40 years, having worked in nurseries prior to registering as a childminder. She explained that she meets with parents prior to registering their child with her to ensure that she gathers as much information about the child/children to ensure that she is able to meet their individual needs. We talked about children’s developmental milestones and competing observations.

Janet explained that she sends regular photographs to parents to show what their child has been doing. She explained that she has built good relationships with parents and this has helped her to be honest and provide guidance and advice to parents if needed. She was aware of other professionals that could be contacted such as Health Visitors if she needed advice.

The playroom had a wide variety of toys and resources for all age groups. She had furniture suitable for young children including low level tables and chairs and sleep chairs for babies. Janet explained that she likes to do a range of activities with the children that include both indoor and outdoor. She also attends social groups for example; mums and tots groups.

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 an improvement 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.

Seven children's records were checked and were found to contain all relevant information required. The information provided by parents enables Janet to ensure that she is able to provide the appropriate care for the individual child. We also viewed several written contracts that Janet has with the parents. We found that they did not contain any information regarding the childminder's days taken for annual leave. We discussed this with Janet and advised that the amount of days and bank holidays that she takes a year would be of beneficial information for parents. Also it would be advisable to include how much notice she would provide a parent prior to taking leave (unless an emergency) so parents can find alternative childcare for those times/dates.

We observed Janet sitting with the children and babies and interacting in a positive and respectful way. She treated all children with equal concern and affection. Children were cradled and cuddled when appropriate and spoken to with kindness and used language that was suitable for the age range and that the children would understand.

Children were praised for good behaviour and told 'good girl and that was nice for sharing' when children wanted the same toy to play with. Janet was aware of the individual needs and when a child was getting tired and needed a sleep. She was able to respond to each child whilst ensuring the others were still supervised. Children were also aware when babies needed a sleep and to lower their voices when playing and talking. One child was very confident in telling the inspector 'shhh, talk quietly', which the inspector promptly did. Janet spoke fondly about the children she cares for now and those she's cared for in the past. One parent said 'We couldn't wish for a more conscientious, considerate, caring and careful carer for our child'.

Maintaining children's privacy, dignity and independence respected.

The bathroom is located close to the playroom and provides an area for privacy and dignity for children using the toilet.

Toys and arts and crafts were easily accessible to the children so they can make choices of what they want to do and play with. During snack time children sat at the table using suitable seating arrangements. Children were encouraged to feed themselves, according to age and stage of development.

Janet uses her mobile phone on 'messenger' to provide photographs and information to parents. This will require her to register with the Isle of Man Information Commissioner. This is because personal information (DATA) is on an electronic device. Parental feedback confirmed that they receive information via messenger and in person when dropping off and collecting their child.

Action we require the provider to take

Key areas for improvement

- Register with the Information Commissioner
This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records

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

The information gathered from the children’s records completed by their parents includes details of any medical, dietary and cultural needs. There were no children that had been identified with any specific need including communication. But Janet is aware of other professionals that she can seek advice from.

We discussed embracing children’s cultural differences; Janet said that none of the children had any identified needs in this area. But she said ‘I do encourage children to learn about the different religions for example Chinese New Year. Jewish holidays etc’.

Janet stated that she tries to ensure that all children are included and considered when planning her weekly activities. These include going to the beach, parks and singing Jo’s, she said some activities will be weather dependent.

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.