

Inspection Report & 2023-2024

Kym Rogers

Childminder

14th February 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 14th February 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Kym Rogers 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 children present during the visit appeared to be happy and adjusted in the setting. They remained the focus of the minder during the visit. The interaction observed between the minder and the child was appropriate for their ages.

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

Kym appeared organised and had good systems in place to support the provision of her service.

The following are comments from parents

" My kids love her, she is very fun"

" she is compassionate and caring towards [...]"

" she is firm when she needs to be "

"She's amazing and feels like an extension of our family"

About the service

Kym 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

Kym lives in Ballasalla and has been a registered childminder for a several years. The areas of the premises used for childminding are secure light, bright and airy. Activities are varied and planned on a daily basis. These activities take place both inside and outside of the home.

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 11th February 2024. We visited the service on 14th February 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.

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 Kym.

SECTION C Inspection Findings

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 improvements in this area.

This service was found to be safe.

Prevention and control of infection

Kym has procedures in place to ensure that all resources, toys and the premises were inspected and wiped daily.

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

Children sleep outside in their prams with parental agreement.

All children had their own lunch bags/boxes provided by the parents which contained individual ice packs. Kym has permission to reheat food if required and has completed her food safety training and is registered with DEFA.

Meals are eaten at the dining room table which was wipe able with high chairs being available if required. All surfaces appeared clean.

There is an intimate care policy in place and there is also a sickness policy which facilitates the isolation and exclusion of a child if they are ill. There were hard copies available to view during the inspection but the policies are normally kept on a PC. They were all dated and showed evidence of having been reviewed on the PC copies but hard copies needed to be dated.

Assessing Risk, Safety monitoring and management

Risk assessments were in place which were comprehensive and clear. They are normally held on the PC but hard copies were available. They had evidence of being reviewed annually on the PC but none of the hard copies were dated.

There is a separate Fire risk policy with clear visual and written emergency evacuation plans, this had also been reviewed on the 9th January 2024 and had a forward review date noted.

There is a Medication policy in place.

Safeguarding training was up to date and there was a safeguarding policy in place. Additional information needs to be added to show procedures that can be implemented if there was an allegation against the service.

All equipment was PAT tested in on 27th June 2023 with a certificate of compliance available.

All records were stored securely in an upstairs lockable filing cabinet.

Action we require the provider to take

Key areas for improvement:

- If records are going to be kept as hard copies then they must reflect the dates recorded on the electronic versions.

- The safeguarding policy needs to reflect procedures for parents/ others to follow in the case of an allegation against the service.

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

Kym promotes a learning through play environment; she has many age appropriate resources and toys and the children were observed playing independently using these. Kym explained how she uses her outings and activities to encourage the children to develop. She uses observations of the children to assess their development and records these in their personal files along with their likes/dislikes and preferences. If there are concerns she would raise this with the parents of the child; parental feedback received confirms this. She uses her knowledge of child development to the benefit of the children in her care.

Kym makes daily notes about the children which are shared with parents during drop off and collection times using their daily diaries.

There appeared to be a wide range of resources available in the house and various activities may be planned for the day depending on the needs and ages of the children and the weather. Permission is in place for the children to sleep outside in their prams, dressed appropriately for the weather.

The children are encouraged to have a choice in what they are going to do and are encouraged to be creative, this was observed during the inspection. The children appeared confident and comfortable asking for activities of their choice; the children were listened to and their choices taken into account.

Kym said she will adapt and personalise activities to the individual needs and preferences of the children.

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 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 Kym was observed cuddling and reassuring the children when they awoke from their sleep and they were unsure of my presence. This was done with appropriate touch and verbal interaction. Kym was observed constantly interacting and engaging positively with the children present. There was lots of positive praise and encouragement used and help and support given when needed. She used gentle correction to remind one child to share his resources appropriately.

The children responded well to Kym and appeared to be comfortable and relaxed in her presence, there was lots of interaction and the minder took time to listen to the children when they needed her attention.

Maintaining children's privacy, dignity and independence respected.

During the visit the children were observed being encouraged to play freely and to choose the toys and books they wanted to use allowing them to be independent in their choices. Younger children present were also given the choice to join in and were encouraged to participate by the minder demonstrating and explaining how to use the toys.

There is a confidentiality policy in place to which parents have access as it forms part of the initial contract. She also has a mobile phone and social media policy in place. The childminder is currently registered under data protection.

All records are stored securely.

Consents and permissions are in the initial contract signed by the parents.

Kym has an intimate care policy, children are changed away from the group in a discrete corner of the room, so she can continue to observe the other children. She was observed changing a child and interacted and communicated with them throughout in an appropriate manner. She uses a changing mat on the floor for this purpose which was sprayed and wiped after use.

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

Personalised records were held for each child. These include likes and dislikes, family information, pets, siblings etc. She also makes daily diary notes for all 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.

Activities are planned daily with the children dependent on the children present and the weather. Activities will also take into account the children’s interests and preferences. The minder uses local mums and tots groups to help the children socialise within a more diverse group.

Differing cultural, religious or other social needs are identified by the parents during the completion of the initial paperwork which forms part of the child’s personal information. There were some toys, books and activities which reflect inclusion being promoted. The children were observed undertaking non gender specific play activities.

It was discussed how the minder would ensure that her service is as inclusive as possible.

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.