

# Inspection Report & 2023-2024

**Louise Best**

Childminder

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

### **Service and service type**

Louise Best 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 property is a single story building with minding taking place in a large dedicated area. This area is open and bright, in good repair and appeared clean.

The children present during the visit appeared to be relaxed and comfortable 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.

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

Louise was organised and had good systems in place to support the provision of her service.

### **The following are comments from parents**

" She is super friendly, stimulates exploration with the kids"

" she is very approachable and communicative with both the kids and parents"

" We are completely happy in Louise's ability and trust that she would implement anything we require for our child"

“ we feel incredibly lucky to have found Louise. [...] is so excited to see her every morning”

“She has a great balance of warmth and fun, but I also know my child will be expected to behave well”

“ we love that Louise often takes the babies out for walks as it is really important to us that [...] spends a lot of time outdoors.”

“ Louise is amazing and baby [...] absolutely loves going there”

“ Louise has always been really flexible with the hours requested”

“ She’s so calm,”

“ She’s very accommodating and also very responsive to messages and questions. Always willing to provide help and advice”

“ Her home is always incredibly clean and warm and a lovely safe environment for the children to play. Whenever we drop off or collect, all the children are so content”

**About the service**

Louise 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

Louise lives in Port St Mary 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 /diner.

Activities are varied and planned on a daily basis. Activities outside of the home of the childminder take place regularly.

**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 11<sup>th</sup> February 2024. We visited the service on 14<sup>th</sup> 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 Louise.

## 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 require improvements in this area.

This service was found to be safe.

#### **Prevention and control of infection**

Louise has procedures in place to ensure that all resources, toys and the premises were inspected and checked daily. Toys and equipment are wiped daily and cleaned when required. 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. Louise has completed her Food safety training and is registered with DEFA. Meals are eaten in the dining area there was a large table with high chairs being available as required. The children were observed eating snacks in the highchair and hands were wiped before with all surfaces being wiped down too. All surfaces appeared clean.

There is an exclusion policy in place regarding illness.

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

Risk assessments were in place and a daily check is made for hazards. Risk assessments need to be reviewed regularly and the review date noted to include the date, month and year.

There is a separate Fire risk policy and risk assessment with clear emergency evacuation plans in place; this also needs to show evidence of having been reviewed.

There is a Medication policy in place with information and agreements in place to allow medication to be administered. .

Safeguarding training was up to date and there was a safeguarding policy in place. The safeguarding policy needs some additional information adding to reflect procedures if there were safeguarding concerns about the service.

All equipment was PAT tested on 6<sup>th</sup> February 2024, a certificate of compliance was available.

All records were stored securely. Louise is registered with the Data protection

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

Key areas for improvement:

- Risk assessments need to be reviewed to ensure that information is sufficient and up to date. Review dates need to be clearly evidenced showing the date, month and year.
- Policies and procedures need to be reviewed regularly, with dates recorded. The safeguarding policy need additional information adding to reflect procedures to follow with regard to allegations made 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**

Louise promotes a learning through play environment; she uses her outings and activities to encourage learning with the children i.e. talking about nature, colours, counting. She uses observations of the children to assess their development and records these in their daily diaries; sleeping, feeding, toileting are also recorded in the diaries. 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. Louise uses the diaries and daily notes about the children to share information with parents during drop off and collection times.

There is 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.

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 observed choosing their own toys and were encouraged to take part in activities. It appeared that the children were listened to and their choices taken into account.

Louise discusses with parents regarding the children’s preferences, likes and dislikes, these are recorded in their folders.

Louise will adapt and personalise activities to the individual needs and preferences of the children.

Feedback from parents all mention the range of activities the children take part in.

## 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.**

Information is requested from parents regarding likes /dislikes and preferences, these are recorded in the children's records. This is gathered from the parents during discussions and from the information the parents supply as part of the contract agreement.

During daily handover and collection any changes are discussed and noted. This was observed during the inspection when one of the children was being dropped off. Parental feedback confirmed that Louise keeps up to date with the children's needs via regular communication.

During the inspection Louise constantly interacted and engaged positively with the children present. There was lots of positive praise and encouragement used, as well as gentle correction when required. The children remained her focus at all times.

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 child could choose.

The children responded well to Louise, they were very relaxed and there was lots of interaction and engagement involved. The minder took time to listen to the children and ensured their needs were met. Appropriate touch, hugs and cuddles were observed during the inspection when a child was upset.

Louise recognised non-verbal communication and uses baby signing with the children where appropriate

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

There is a confidentiality policy in place to which parents have access as it forms part of the initial contract.

The childminder is registered under data protection as she uses whats app to keep the parent informed of activities etc. during the day.

All records are stored securely.

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

Louise has an intimate care policy, children are changed away from the group, but in the same room so she can continue to observe the other children she uses a changing mat on the floor for this purpose.

The children sleep in prams in a quiet corner of the attached conservatory.

## 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**

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.

Activities are planned daily with the children dependent on the children present and the weather.

Louise uses local mums and tots groups some mornings to encourage the children to mix and interact with other children. There are lots of other in-house activities including lots of walks with the children to the beach and parks. Parental feedback indicate that they are happy with the level and type of activities provided.

Cultural needs are identified as they are included on the paperwork from the parents and these are incorporated into activities where appropriate.

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.