

Inspection Report & 2023-2024

Vicki Griffiths

Childminder

20th 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 20th February 2024 The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Vicki Griffiths 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 area is secure, well laid out to encourage activities and toys are readily available for the children to choose from. All areas were well presented, in good repair and appeared clean.

The children present appeared to be happy and comfortable in the setting and remained the focus of the minder throughout the visit. They were encouraged to interact with each other and to choose their activities. The interactions observed between the minder and the children were appropriate for their age.

Vicki has adopted the learning through play approach which encourages the children to learn and develop through natural play. She was aware of the children's development needs and has good records which show the development on each child.

Vicki had thorough records for each child, she appeared organised and had systems in place to support the provision of her service.

The following are comments from parents

" I am very happy with the care Vicki provides and I cant think of anything I'd ask her to do better"

"Vicki is great at interacting with the kids and gets them out and about during the day"

"[.....] seems to really love spending time with her"

" Vicki is very good at communicating with me"

"I'm thoroughly happy with all care provided [...] is always happy and content going to and coming from the childminder."

"[...] likes to tell me about [...] days adventures"

" it was good to have a few drop in sessions prior to my [...] joining"

"Vicki is friendly and my [child] enjoys time with her.

About the service

Vicki 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

Vicki lives in Douglas and has been a registered childminder for many years. The areas of the premises used for childminding is a secure light bright and airy open plan lounge /kitchen diner.

Activities are varied and planned on a daily basis depending on the children preferences, the weather and activities available. The minder visits various child friendly groups 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 11/2/24th February 2024. We visited the service on 20th 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 Vicki

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

Vicki has procedures in place to ensure that all resources, toys and the premises were inspected and cleaned on a daily basis.

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

There is a handwashing policy in place as well as a toileting and nappy change policy to minimise risk of cross infection.

The children were observed having their noses wiped and the tissues were disposed of immediately in the bin.

The minders cats were fed and toileted in a separate part of the house to which the children had limited access. All bowls and litter trays are removed before the children are allowed into this part of the house.

A visual check of the pet's area including the tortoise tanks didn't raise any hygiene concerns.

All children had their own lunch bags/boxes provided by the parents which contained individual ice packs and were kept in the kitchen. Vicki has completed her Food safety training and is registered with DEFA.

There is a sick child policy which allows for the exclusion of a child through illness.

Assessing Risk, Safety monitoring and management

Risk assessments were in place and showed evidence of having been reviewed. They were dated but needed to show the full date not just the month and year.

There was separate fire risk assessment with a written evacuation plan in place. There was evidence of regular monthly fire drills taking place.

There are various policies in place including nappy and toileting, sick child, handwashing, pets in the home and these showed evidence of having been reviewed.

There is a Medication policy in place, which had been reviewed regularly.

Safeguarding training was up to date and there was a safeguarding policy in place. The safe guarding needed details adding into it as to where parents/others could direct safeguarding concerns, if they should have, any about the service.

All equipment was PAT tested on the 18/2/23 with a certificate of compliance available.

All records were stored securely.

Action we require the provider to take

Key areas for improvement:

- Risk Assessment and policy documents need to include the full date in the format of date, month year dated on completion with a review date noted.
- The safeguarding policy needs to additional information adding to direct parent/ others to the correct agencies should they have any safeguarding concerns about 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

Vicki has adopted the learning through play approach to her service and her home environment. She encourage free-play and will utilise child friendly groups and places to improve the socialisation of the child and to promote independence. She uses observations of the children to assess their development and records these in their personal files and in the daily diary.

If there are concerns she would raise this with the parents of the child; parental feedback received confirms this. There are also notes in the diary which confirm this also.

Vicki uses her knowledge of child development to the benefit of the children in her care. Vicki uses her daily diary to record observations on the child’s development and daily notes about the child including food, drinks nappy changes.

There may be various activities 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.

Vicki allows the children to attend trial sessions before they are minded.

She also discusses with parents regarding the children’s preferences and 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 Vicki was constantly interacting, observing and engaging with the children. She was observed changing two of the children and she communicated and engaged with each child throughout the process.

She remained aware of their needs throughout wiping noses offering snacks and changing nappies when needed.

She gave positive praise and encouragement as well as gentle correction when required. She ensured that the activities were age appropriate for the children present.

During the inspection the children 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 the minder. The minder took time to listen to the children and answer appropriately. Appropriate touching, hugs and cuddles were observed being used during the observation.

Maintaining children's privacy, dignity and independence respected.

There is a confidentiality policy in place and parents have access to this as it forms part of the initial contract. There is also a phone and camera policy in place. The minder uses *Whats app* to share information throughout the day with parents.

The childminder is registered under data protection. All records are stored securely.

Consents and permissions, including having pets, are in the initial contract signed by the parents.

Nappy changes take place in a corner of the room on a changing mat, to provide privacy whilst allowing the minder to observe the other children. The minder used appropriate communication with the children during changes to engage them in the process.

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 which were shared verbally with the parents at handover. These include activities and routine information such as sleeps, food and nappy changes.

There is no formal planning process as activities are planned daily with the children dependent on the children present and the weather. Mums and tots groups are used to allow the children to socialise in a larger group. The children are encouraged to utilise free play to encourage independence.

There is an equal opportunities policy in place and an additional needs policy. There are some toys, books and activities which reflect inclusion being promoted. There are non gender specific toys in the setting and play observed during the inspection was non gender specific.

Information from parents re likes /dislikes and preferences are on the children’s records. This is gathered from the parents during the taster sessions which takes place before the child starts. And through the minding period any changes are discussed and noted. Parental feedback confirmed that Vicki stays up to date with the children’s needs via effective communication with the parents.

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.