

# Inspection Report 2023-2024

**Helen Kaighin**

Childminder

12 March 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 12 March 2024. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Helen Kaighin 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 rooms used for childminding were all on the ground floor and observed to be clean and well maintained, with a good selection of toys and play equipment available for the children to choose.

The service was well organised and had appropriate recording systems in place to support the provision of the service.

The childminder provided the children with consistent routine, which involved outings with the children every morning, followed by time in the setting for lunch, naps and play. The groups attended and activities offered within the setting were child focused and varied; supporting all areas of the children's learning and development.

Parental feedback received was positive, highlighting the close relationship the children have made with the childminder and how comfortable they are in her care.

### **Parental feedback comments**

- "She's really good to communicate, check queries with us, and be really responsive to [child's] mood and behaviour, feeding this back to us in real time over message."
- "Helen completes a communication diary daily for us, and also provides a verbal update when we pick [child] up, as well as sending pictures of things they may have done throughout the day. "

- "Helen is really responsive to any queries we have asked, she has been active to work around [child's] nap times where we were trialling different times to have an effect on her night time sleep etc."
- "[Child] really enjoys going to Helens, and is always smiling on pick up and in the pictures of her day. [Child] confidently walks in to Helens house now, without tears or looking back at myself or my partner, which is really reassuring!"
- "Helen is extremely approachable in relation to our concerns. In addition to this she is always extremely supportive and is always on hand to provide advice."
- "Helen has a nice friendly approach and the children enjoy spending time with her."
- "Helen attends a different activity for each day of the week for them ... I know that [child] will be well stimulated throughout the day, and has a change of scenery to break her day."
- "Helen has looked after all 3 of our children, and she's been fantastic. Our youngest son is always happy going to Helen, the older two always discuss their happy memories from when they were with Helen."
- "Helen is loving, caring and patient. Our son is so happy and content when with her, in fact he even asks at the weekend "is it time to go to Helen's yet?"
- "She's fantastic at what she does and I wouldn't change a single thing about how she looks after our son."
- "She's really knowledgeable in terms of where our baby should be with his development and how to help him improve."
- "Helen's great at setting boundaries which really helps us."
- "She has a great range of toys to play with at home and does lots of activities. She tries to go out every day but if the weather's not good she has a great range of activities at home to keep him occupied and still aid development."
- "We couldn't be happier with her care and neither could our son. We're very grateful to have found her!"

### **About the service**

The registered person 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

Helen Kaighin lives in Douglas and has been a registered childminder for 10 (ten) years. Currently there are 4 (four) children registered with the childminder but only 1 (one) was present during the time of the inspection visit.

### **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 02 January 2024. We visited the location's service on 12 March 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**

The childminder provided a copy of her health and safety policy which highlighted the cleaning routine implemented. This included the cleaning of all toys and equipment with child safe disinfectant or sterilisation in the dishwasher. Highchairs/table tops and hands are washed before and after eating. Hand sanitizer was available for use on the go and each child had their own bedding/blankets which were washed weekly or sooner if soiled. Changing mats were wiped with disinfectant wipes after each use.

Additionally the childminder provided an 'infectious illness/ sick child policy' whereby exclusions were put in place in line with the Department of Health's recommended exclusion period for any child or member of the childminders family that has an infectious illness. Records of exclusion were documented within the childminders recording system.

Parents provide all snacks and packed lunches for their own children; these were stored in the childminders refrigerator to keep them cool and fresh. There was evidence that the fridge was checked daily; the food was stored on a separate shelf and a note of the fridge temperature was recorded in the childminders diary. The childminder was registered with the Department of Food and Agriculture and has awareness of food hygiene.

The childminder had a 'pet and animal policy' which explains the position in regard to the family dog. There was evidence to show that parents had been advised about the dog and had signed agreement of their understanding of the arrangements.

**Assessing risk, safety monitoring and management**

The childminder provided a comprehensive set of risk assessments which covered all indoor and outside areas of the premises as well as activities and outing away from the setting. The risk assessments were dated and reviewed annually or updated more frequently if needed. There was a separate fire risk assessment and evacuation procedure but no evacuation plan. There was recorded information to evidence weekly testing of smoke and carbon monoxide alarms and monthly fire drills.

The setting and vehicle used for transporting children were all fully insured and there was evidence of all required safety checks and regular maintenance work being completed routinely and timely.

The childminder had written policies to support the management of the service, these were also reviewed routinely with the date and signature of the childminder clearly recorded. There was evidence to show that all parents were made aware of the policies in place however amendments are required to ensure that this information is stored within the individual child's file rather than collectively.

In addition the safeguarding policy required some additional information to be added to include details of the local police and social work referral team to whom safeguarding concerns should be reported if necessary.

The childminder was up to date with her safeguarding training and also held a valid first aid certificate.

Daily records were adequate and evidence was seen of fully completed accident/injury forms and forms for the administration of medication.

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

Key areas for improvement:

- Fire evacuation plan to be completed
- Safeguarding policy to be updated to include contact details of the police and duty social work team
- Parental signatures to confirm awareness and understanding of the childminders policies to be added to the child's contract

#### **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**

In the provider information return (PIR) the childminder described how she aims to meet the developmental needs of the children she looks after, she wrote; “A wide range of toys/activities are available for every age and stage of development and support all the areas of development. We go on various outings to support the children’s development further afield. Daily diaries are completed with observations of the activities and play of each child and these are used to further their development.”

The parental feedback received showed that all parents were happy with their child’s development. Their comments included remarks such as “I know that [child] will be well stimulated throughout the day” and “she has a great range of activities at home to keep him occupied and still aid development.” They also expressed appreciation for the level of communication the childminder maintains throughout the day by sending photographs of their children engaged in play. This not only reassures the parents that their child is happy with the childminder but also provides them with some insight of what their child is doing each day.

The childminder was NNEB trained and appeared knowledgeable and experienced working with babies and young children. The interaction between the childminder and the child observed by the inspector was natural, positive and encouraging; with the childminder sitting on the floor playing with the child. They were heard engaging in imaginative play (child role playing telephone calls) and a stacking game. The childminder encouraged the child to tidy away the toys with her, giving lots of praise and clear verbal instruction.

Each child had their own daily diary in which the childminder recorded their activities for the day, what the child enjoyed and achieved or what they did not enjoy, as well as information about what the child ate, how long they slept and any nappy changes. This was another area appreciated by the parents who were also encouraged to contribute information about their child at home.

## 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.**

In the childminder's words; "Each child is treated as an individual by helping them with their individual needs in a calm and caring manner. Each child is listened to and are never forced to do anything they don't want to do or feel happy doing. Any child that becomes upset for any reason always gets comforted and being kind to others is always encouraged. If a child hurt one of their friends, they are encouraged to apologise enforcing how we are to be kind to one another."

The childminder told us that before any child starts in her care she arranges for the parent/s and child to visit to discuss their current and future care needs. This visit enables the childminder to find out about each child's background, discuss their likes and dislikes and any relevant personal history and is an opportunity for them all to get to know each other.

On the child's first day the childminder asks the parent/s to note down the basic routine their child is in at home which informs her of their daytime nap routine, bottle/feed times etc. This helps the child to settle in by following the established routine they are already in.

During the time of the inspection visit the childminder spoke respectfully about the children and their families. She was observed giving cuddles to the child in attendance when he needed reassurance and she spoke clearly and calmly, using age appropriate language at all times. The child remained her focus throughout the time of the visit and they could be heard having lots of fun.

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

The childminder provided a copy of her confidentiality policy which gives information about storage of records and length of retention. All paper records are kept securely and photographs taken or messages sent electronically are only sent to the parents of the child concerned. The childminder is registered with the Isle of Man Data Protection Office.

Relating to privacy and dignity the childminder had an 'intimate and personal care policy' and a 'nappy and toileting policy' which demonstrated her understanding in this area.

The childminder told us that "each child is given the opportunity to develop their independence by doing things, such as putting their own shoes/wellies/coats on and off and feeding, themselves, with help given as and when needed." The children were also encouraged to make choices and given time to play independently and with each other.

The group activities the childminder attends with the children range from carer and tots group to gym activities, singing Jo's and visits to the family library, providing new and different experiences for the children every day, helping to build their confidence and become more independent.



## 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 parental feedback supports the good communication and positive working relationship the childminder has developed with her parents. She was described as approachable, helpful and caring, a good boundary setter and someone who is responsive to the children’s needs.

The childminder uses her knowledge, understanding and observation of the children to make them feel secure and happy. For example she explained that if a child loved dinosaurs they would play with the small world dinosaur figures, read dinosaur stories and make a dinosaur related craft activity. Or if a child was struggling to settle on arrival she will make sure their favourite toys are out to help distract and settle them.

There was evidence that diversity was promoted through play and activities, such as playing with small world people of the world, jigsaws, books and stories that reflect different family backgrounds and cultures. Special holidays and festivals are celebrated through crafts and books and by attending many different groups that welcome people for all around the world and from different family units, this encourages and enables all children to feel included.

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.