

Inspection Report

2023-2024

Zoe Moore

Childminder

05 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 05 March 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Zoe Moore 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 of the premises used for childminding are all on the ground floor and include the lounge, dining room and conservatory. The setting was clean and organised with a selection of age appropriate toys which the children were able to choose for themselves.

The childminder attends daily group activities with the children every morning to encourage their learning and development. The children are transported to and from such activities by car.

The parental feedback received would suggest that all parents were happy with the care provided by the childminder and they were aware of the policies and procedures in place.

Parental feedback comments

- [Zoe] "Forms a bond with the child helping them feel more comfortable being away from parents and helping to make drop off an easy experience. Keeps the children active and stimulated."
- "I find that Zoe is very invested in the progress and development of the children she minds and this is evident in their growth."
- "Whenever there has been changes to [child's] routine she has been receptive and on board."
- "Zoe has provided brilliant care and has helped bring [child] out of his shell and built his confidence massively."

- "I hand [child] over and he is thrilled to be there, and when I pick him up he doesn't want to leave. She treats him like one of her family and I couldn't ask for anything better."
- "Zoe has created the perfect situation for my little one to work himself out and build his confidence before heading off to pre-school, she also handles my anxiety perfectly, listening to my concerns"
- "She has made me feel comfortable and secure in [child's] care from the beginning, answering any messages or phone calls for reassurance, especially in the early days."
- "Seeing the change in my little boy in the year that he has been with Zoe has been startling, and the interactions he gets with other children through the various activities is something that I couldn't replicate."
- "Always very happy with the care, [child] is the happiest boy in the world when he is there and loves his Oe."
- "The way she is with [child], her mannerisms, her love for her job. The amount she cares. Her professionalism, the way she never raises her voice. The way my son is around her is enough for you to know how amazing she is. How much she gets out and about with them. The fact that it is always different."
- "She is definitely a child person, I have seen her outside of [child] being with her (at baby clubs) and she is so lovely with the other kids she looks after. She is also very good at taking them out and about to activities."

About the service

The childminder must not look after more than 6 (six) children at any one time under the age of 8 (eight) years, including her 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

Zoe Moore has been a registered childminder for five (5) years and lives in Onchan.

Parents are asked to provide their own child's lunch and any personal items they may require.

Activities are planned on a daily basis with the children, for activities outside of the home the childminder transports the children in her own car.

There were two dogs in the setting. All parents had been made aware of this prior to their child starting the service and a pet policy was in place to explain pet arrangements.

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 31 January 2024. We visited the location's service on 05 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

During inspection the setting and all equipment was observed to be clean and well maintained.

The childminder reported she implements a thorough cleaning routine to ensure the setting is kept clean, this includes daily disinfecting of all areas used within the setting and the toys. She also encourages regular hand washing and uses disinfectant wipes and spray on high chairs and other surfaces after mealtimes to help stop any cross contamination.

All snacks and lunches were provided by the parents in cool bags or with an ice pack.

The childminder advised that pets were not fed while minded children were present and there was provision for the dogs to be secured away from the children when required.

There was a policy for 'exclusion of a child with an infectious illness' in place, which was also implemented if the childminder's own children were unwell.

Assessing risk, safety monitoring and management

The childminder's current valid safeguarding and first aid training certificates were seen and she provided a number of written risk assessments which covered indoor and outside activities and areas. There was a fire risk assessment and written evacuation procedure but no evacuation plan. Records showed that weekly smoke alarm test were carried out and fire drills practised monthly.

There was evidence that all the written policies and procedures, that support the management of the service, had been recently reviewed and dated accordingly, however advice was given in regard to recording frequency of reviews and updates. In addition it was advised that contact details of local police and the Social Work referral team should be included in the Safeguarding policy.

Some required information was not recorded on the individual records of each child and advice was given in regard to recording daily activities and outings.

Insurances certificates and other documentation was seen which demonstrated home and vehicle safety checks were routinely done and up to date. Evidence was available to show that records were being kept in regards to the administration of medication and recording of accidents.

Action we require the provider to take

Key areas for improvement:

- Individual child records to be updated to include GP contact, first language/ additional language and any social/ emotional and/or behavioural needs as required by Isle of Man childminding minimum standards (standard 13.1).
- Safeguarding policy to be reviewed and updated to include contact details of the other agencies parents can contact if they have a safeguarding concern.
- Fire evacuation plan to be completed.
- Activities and outings to be recorded daily.

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

The childminder explained the process she applies when meeting a potential new child; rather than asking parents to provide written information about the child she prefers to meet with the child and both parents, when possible, to discuss the child’s needs, likes and preferences. After the initial meeting they both decide if the child will ‘be a good fit’ and if so two short settling in sessions are arranged before the child starts their regular slot. If more time is needed this would be arranged.

The childminder wrote; “All children in my setting are given the opportunities to develop socially, mentally, physically and emotionally whether it be through playgroups, classes, home learning, crafts, outings and music. We go to varied groups so that children can be exposed to different situations in order to learn how to adapt and manage different situations. The children are able to expel energy and advance physically through gymnastics and active groups and they meet new children and develop socially at tots groups. They get the emotional support that young children thrive on with a strong bond with their childminder and are able to express themselves through craft and develop fine motor skills while sticking, painting and colouring.”

This was supported within the parental feedback; where all the parents commented on the range of activities their children attend with the childminder and the value this brings in helping their child to develop. In particular parents stated their children had increased confidence, social skills and all were happy with the activity and stimulation available while still maintaining a good routine.

During the inspection the childminder interacted with the children present; she managed behaviour calmly and offered an alternative toy when one child had taken the toy the other child was playing with and verbally explained why it was wrong in an age appropriate way. She appeared to know the children well and was able to anticipate their needs and behaviour, such as when one child became more upset easily and tearful, she realised it was past snack time and the child would be feeling hungry.

The childminder has experience of caring for children with specific needs, she stated that she works closely with the parents to ensure she knows and understands the care needs and what may be required. The childminder does not routinely provide written updates or activity logs for the children she looks after, all feedback is given verbally at drop off or pick up. She does occasionally send photographs to parents during the day especially if the child is new, this is to give reassurance to the parent rather than as a record progress. One parent feedback did state that they would like more detail about their child’s routine while with the childminder, for example, meal and nap times.

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 provider information return (PIR) the childminder wrote "All children are treated equally and without bias. Whether it be that routines need to be slightly altered to accommodate a child's needs or desires I thrive to have the children feel as comfortable as possible when in the setting. Children are spoken to and have processes explained to them so that they learn and understand why certain routines are maintained, this gives them the comfort and security in their care. They are asked questions and probed for answers to promote speech, manners, communication and awareness, this is vital to start teaching children consent too."

During the inspection the childminder spoke positively about all the children she currently looks after, talking about their strengths, achievements and progress. She communicated and played with the two children who were present but also encouraged them to try and play independently. The children appeared very comfortable and 'at home' in the setting. Both children approached the childminder frequently throughout the visit either for reassurance or to engage her with their play. The childminder responded each time and provided the children with the attention they needed before they would go off again to play independently for a while.

The comments from the parental feedback would also support the positive relationships the childminder has made with the children and the parents. All the parents stated they would feel comfortable talking to the childminder about their child and many praised the support and advice she had given to them.

Maintaining children's privacy, dignity and independence respected.

The childminder had a confidential policy which each parent had signed to say they had read and understood. All the children's files were kept in a folder which was only accessible to the childminder. Any photographs or messages sent during the day were to the relevant parent only and the childminder was registered with the information commission as a data processor.

The children's nappies were changed in the living room area when at home and the childminder ensures she has all provisions required when out and about. She advised that most groups have changing areas that provide privacy, however she always takes a foldable changing mat in case a change is needed while in a park or other venue without facilities.

The children are encouraged to grow their independence in all activities and situations with close supervision and support on hand should they need assistance. For example Zoe stated "the children are often encouraged to explore and adventure at groups where they are

securely and safely enclosed in a room but still with the assurance that I am right there when or if they need me even if it is just for reassurance.”

Increased child confidence was mentioned several times in the parental feedback which demonstrates the development of the children in this area.

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

Activities and outings are planned daily depending on the children attending and their needs on the day, for example the childminder reported that “We go to various groups during the week, sometimes when there is a change in children attending the setting there may be preferences as to which groups the children prefer, we do change groups when needed if certain environments don’t suit the children in that day. If a group is too busy, noisy or doesn’t keep a child engaged then we will look at swapping some of the group routines around to suit them better.”

Attending different groups allows the children the chance to mix with lots of other children and adults from different backgrounds, cultures and abilities. Within such settings all those attending are respectful and inclusive therefore role modelling such behaviour to the children.

Within the home setting there was a variety of toys available to the children; the childminder advised that she has different boxes of toys and equipment which she alternates or if a child has a particular preference she will ensure their favourites are brought out on the day that child attends. The toys provided encourage different types of play and development, such as pretend play, building, sensory and creative opportunities. The childminder also recognised that as children grow their interests change and she adapts to meet their needs.

If a child had any specific need, cultural, religious, dietary or health, this would be discussed with the parents at the initial meeting to ensure the childminder was able to meet their requirements and accommodate any adjustments that may be needed.

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.