

Inspection Report & 2023-2024

Helen Jessopp

Childminder

13th 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 13th February 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Helen Jessopp 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 areas of the home used for minding were clean, bright and well presented in a good state of repair. The area was laid out to encourage activities; a variety of toys were readily available for the children to choose from.

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 and were encouraged to choose their activities. The interaction observed between the minder and the children was appropriate for their age.

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

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

The following are comments from parents

"Helen is a wonderful childminder to [...], we are very happy with her"

" I think Helen does a wonderful job"

" One of the most important things she does is empowers [...] to learn and develop independently"

" Amazing rapport with the children"

" Supports their learning and development appropriately through age appropriate play in the house "

"Frequently takes them to classes and out for activities to give them greater opportunities"

" She's very empathetic which helps nurture [.....] further.

"She's Brilliant"

About the service

Helen 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 lives in Port Erin and is a newly registered childminder. The areas of the premises used for childminding are secure, light, bright and airy.

Activities are varied and planned on a daily basis. For activities outside of the home the childminder will walk or use public transport if needed.

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 14th August 2023. We visited the service on 13th February 2024.

What we did before the inspection

We reviewed information we received about the service. 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 checked all the required certificates for compliance and looked at the children’s records. We used an observational framework for the inspection as a way of observing care to help us understand the experience of people/children.

After the inspection

Feedback was given to the Childminder

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 some improvements in this area.

This service was found to be safe.

Systems, processes and practices to safeguard from harm.

Helen has undertaken her Safeguarding training and has a certificate valid until September 2025. There were comprehensive safeguarding policies and procedures in place which were dated October 2023. After discussion it was agreed that a small amendment was needed to include the process a parent or other individual could follow should they have any safeguarding allegations against the childminder.

There is an intimate care and personal contact policy in place dated October 2023.

All adults in the house have an up to date DBS check.

All visitors to the house have to sign a visitor's log.

Assessing Risk, Safety monitoring and management

There are thorough risk assessments in place dated October 2022 and evidence of them having been reviewed in October 2023. The need for full dates to be used on documents was discussed.

There was a separate Fire risk assessment and a plan for emergency evacuation in place. Fire safety checks are completed weekly and fire drills carried out as required.

The boiler had been recently serviced with no issues identified.

All portable electrical equipment had been tested in November 2022 and a certificate of compliance was available.

All relevant insurances were in place and were up to date.

The children's records were up to date, accurate and had the information required in them.

These were available to the parents if requested and showed evidence of having been reviewed and updated.

All records were stored securely.

Measures in place to ensure that children are kept safe and their needs are met.

Helen ensures that the numbers of children she minds each day complies with the numbers permitted, as specified on her registration certificate. Attendance records show evidence of this.

Proper and safe use of medications

Policies and procedures are in place regarding the administration of medication. All parents have signed their agreement to the childminder administering medication if required.

The childminder has a current, valid First Aid certificate. She has also completed training regarding the use of insulin pumps, glucose devices, auto-injectors and seizure medication.

Prevention and control of infection

Helen has cleaning procedures in place to ensure that all resources, toys and the premises were inspected and wiped daily. Checks are recorded in the diary. Toys are wiped daily and deep cleaned, where possible, monthly. Toys are stored in a separate storage area. 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. All food is stored appropriately and if necessary is kept in the fridge; fridge temperatures were checked daily and there was evidence that these were compliant with current requirements. Helen has completed her Food safety training and is registered with DEFA. Meals are eaten at the dining room table with high chairs being available if required. All surfaces appeared clean.

Helen has six cats which are kept in a separate part of the house whilst there are minded children present. All food bowls and litter trays are kept in this separate area and are not accessible to the children. Parental permissions are in place.

Nappy changes are undertaken in the corner of the room using a changing mat which was wiped down before and after use. Soiled nappies were disposed of safely.

There are thorough infectious illness and exclusion policies in place and parents are aware of these.

Improvements are made when things go wrong

All risk assessments had an action plan and showed evidence of having been reviewed. Accident and incidents were recorded and action plans were in place to prevent re-occurrence. There was evidence of notification of events being sent to registration and Inspection as required and remedial actions had been taken.

Action we require the provider to take

Key areas for Improvement

- All dates noted on documents need to specify the full date not just the month and year.
- The safeguarding policy and procedures need to reflect the process a parent or other individual should follow if they have any safeguarding concerns or allegations against the childminder.

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

Helen promotes a natural learning through play environment; she has policies in place to support this approach. She plans her outings and activities to allow the children to learn through these; she uses local parks and beaches for regular outdoor activities.

There is a wide range of resources available in the home which the children were encouraged to play freely with. Various activities may be planned for the day depending on the needs and ages of the children and the weather.

The children’s records show evidence of their likes/dislikes and preferences as well as their development and their achievements. There are daily diaries in place, which are shared with the parents, and these contain development notes for each child.

She uses observations of the children to assess their development which is then recorded in their personal files and daily diaries.

If there are concerns she would raise this with the parents of the child.

Parents are regularly asked regarding the children’s preferences, likes and dislikes, any changes are recorded in their folders.

Helen uses her knowledge of child development to the benefit of the children in her care.

Individual child records were seen for all children attending the service; these records included essential information about the child, their parents contact details and specific requirements for each child. The daily records kept reflect the children attending and the times. The daily diary had details about the child activities that day.

Ensuring the skills, knowledge and experience to deliver effective care and support.

The childminder has several years’ experience working with children within an educational setting and showed evidence of being able to transfer knowledge and skills over to her current setting. She keeps herself up to date with information via childminder groups and also through subscriptions to online resources such as Twinkl. She has attended the required childminder training and is aware of her need to keep these updated.

Supporting the children to maintain a balanced diet.

Helen has a food and drink policy. Parents provide the food for all children and this is given at a time between 11am and 12.30pm. The actual time is led by the children and the activities being undertaken. Children eat meals in a highchair and are allowed to eat at their own pace, meals are not rushed.

Helen takes into account the individual allergies that are present when she plans snacks and treats for the children. The parents keep her up dated on any changes regarding this.

During the inspection the children were observed eating snacks, they were encouraged to sit down whilst eating and to eat slowly. The children were encouraged to take drinks regularly from their own drink bottle.

Working with other organisations to deliver effective services.

The childminder hasn't had the need to work with other agencies formally. However, due to her previous employment, she has an informal network of people and resources whom she can access for advice if required. She is also able to signpost the parents to relevant services if required.

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.

During the inspection Helen was observed to be constantly interacting and engaging positively with the children present. She used positive praise and encouragement with the children to engage with them. The children responded well to Helen and appeared to be relaxed with her. There was lots of natural play and smiles involved.

One of the children was shy in my presence but Helen gently interacted with them and encouraged them to engage in activities; she used her knowledge of the child to choose toys/activities they preferred.

The minder took time to engage with and listen to the children. She used appropriate touching and cuddling to reassure the children when needed.

Helen used appropriate gentle correction when required to prevent the children hurting themselves.

Maintaining children's privacy, dignity and independence respected.

During the inspection the minder was observed changing both children in the corner of the room. This was done with the minders back to the room to protect the child's privacy with lots of interaction during the changing process. The children were encouraged to be as independent as possible during nappy changes, i.e. they were encouraged to lie down and helped pull up clothes after.

The children were encouraged to play freely and to choose the toys and books they wanted to use.

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

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

Helen has registered with Data protection.

There is an access to records, storage of records and a records retention policy in place.

All records are stored securely.

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

Comprehensive Individual 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/toilet use. There are also notes regarding development activities, i.e. counted to 10, new words etc.

Activities are planned daily with the children dependent on the children present and the weather. The minder uses lots of songs and the use of nursery rhymes to promote speech. Activities outside the home which were discussed included visits to the park and the beach; these usually take place in the morning.

The children were involved during the inspection in choosing the toys and activities they wanted to do.

Cultural needs are identified as they are included on the paperwork from the parents and these are incorporated into activities where appropriate. There is an equal opportunity and additional needs policy in place.

The minder uses some baby signing to support the child to develop communication.

There are some toys, books and activities which reflect inclusion being promoted. There are non gender specific toys in the setting and the children were observed playing freely with toys of their choice.

The minder was able to discuss how she had supported the children on occasions where the children had experienced lifestyle changes.

There is a complaints policy in place in which the parents are encouraged to discuss any concern they have with the childminder first, if appropriate, before seeking advice from R&I. These form part of the contract and are signed by 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.